



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Georgia Medicaid Program Adult Survey

## CAHPS® 5.0 Report

July 2014



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Ann Arbor, MI 48108

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<b>Aspirin Use and Discussion</b>	35
Take aspirin daily or every other day	
Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	
<b>Single Items</b>	36
Doctor/provider definitely talked about specific things to do to prevent illness	
Personal doctor usually or always seemed informed about care received from other doctors or providers	
Written materials/Internet usually or always provided needed information about how health plan works	
Forms from your health plan usually or always easy to fill out	
Excellent or very good rating of your overall health	
Excellent or very good rating of your overall mental or emotional health	
Received a flu shot or flu spray in the nose since July 1, 2013	
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Results from the CAHPS® 5.0 Survey of the adult members of the Georgia Medicaid Program provide a comprehensive tool for assessing consumers' experiences with the Georgia Medicaid Program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Adult Medicaid Survey. The survey instrument consists of fifty-eight questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid program. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® 5.0H survey instrument uses the term health plan throughout the survey. Throughout this report the term 'health plan' will refer to the Georgia Medicaid Program's services for adults.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Statistical significance tests were run comparing Georgia Medicaid Program's current year scores with the 2013 Georgia Medicaid Program's scores. Comparisons between 2014 and 2013 are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite questions correlate to all general rating questions, and where improvements could help increase not only overall satisfaction, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be

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viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS 5.0) is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. CAHPS 5.0 provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

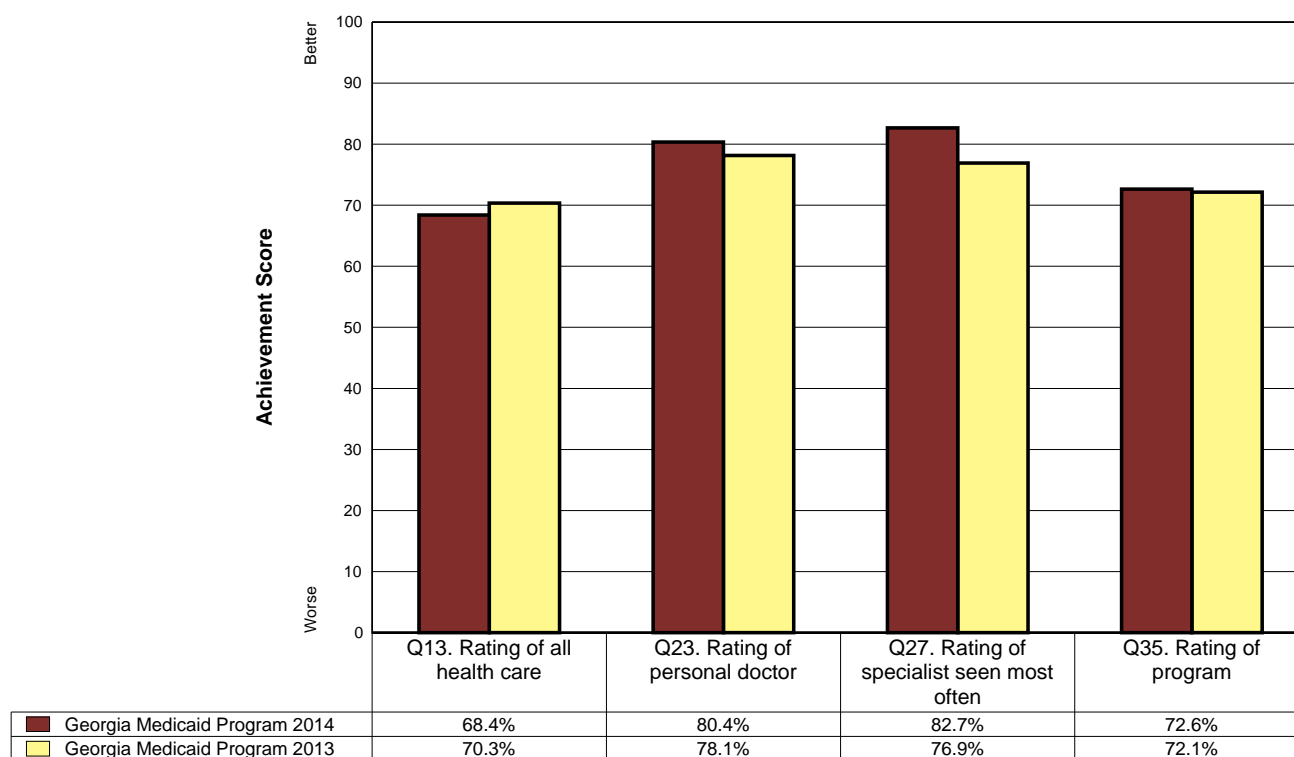
This report summarizes the findings of an Adult survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,350 member households by mail and telephone during the period from March 17, 2014 through May 27, 2014, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 36.9% (see Appendix B for response rate analysis).

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

## SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Ratings are presented for 2014 and 2013 for the Georgia Medicaid Program's services for adults. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow above the Georgia Medicaid Program 2013 score bar if applicable.

### Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014

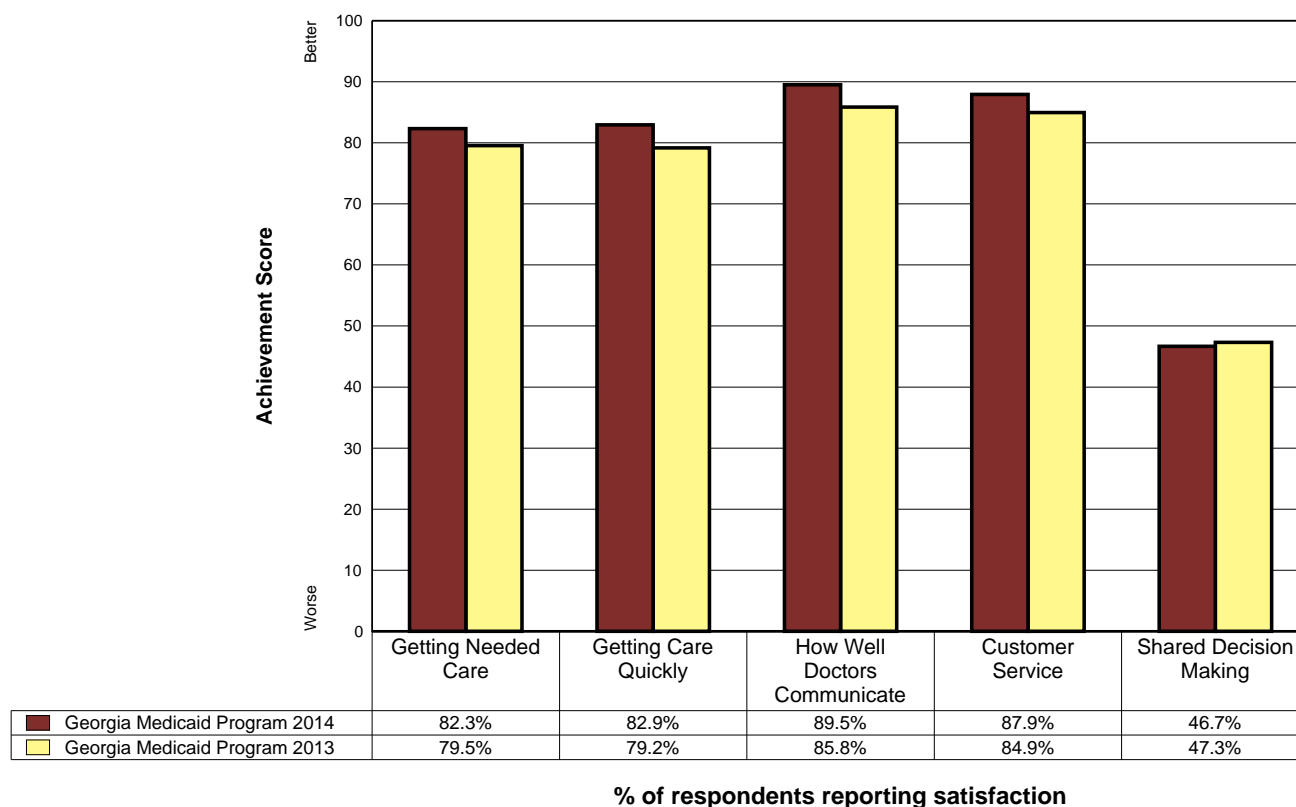
## SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for adults under the Georgia Medicaid Program performed across the domain.

Composite scores are presented for 2014 and 2013 Georgia Medicaid Program's services for adults. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow above the Georgia Medicaid Program 2013 score bar if applicable.

In this table, proportions of positive responses are reported as achievement scores (see Appendix A for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.

### Composites

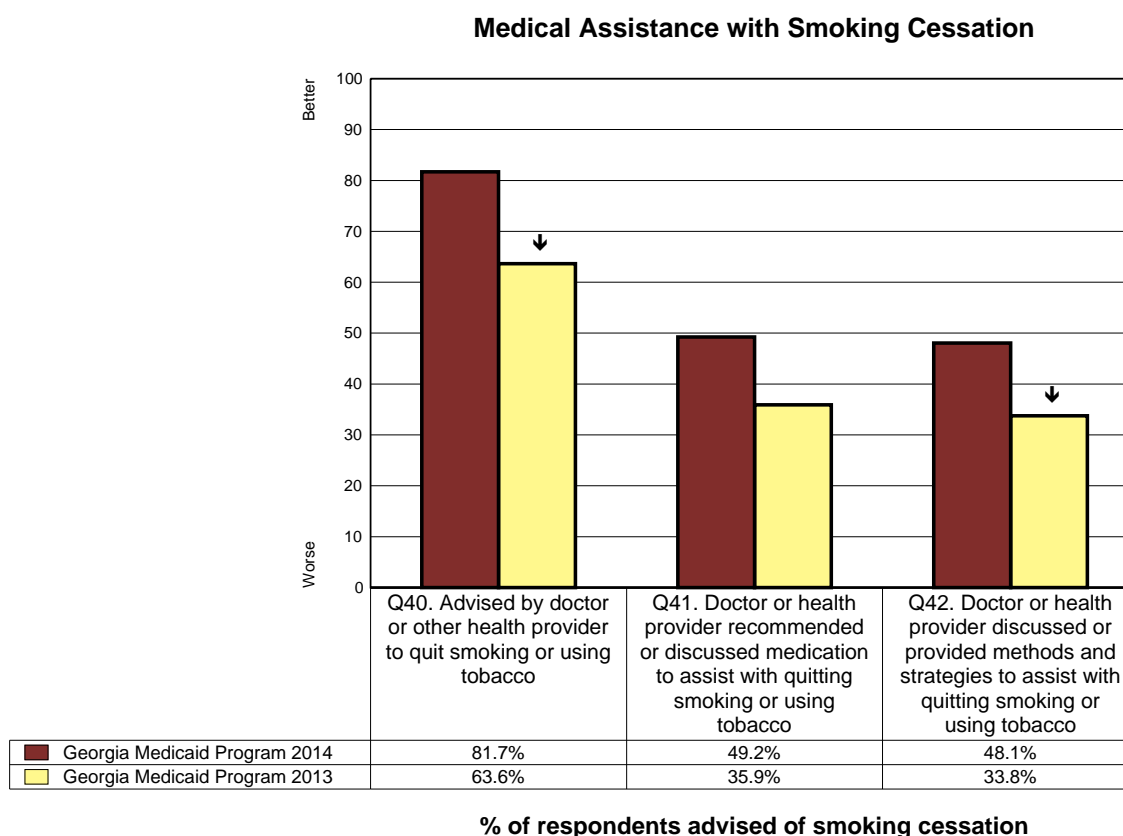


↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014

## SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Medical Assistance with Smoking Cessation measure represents the proportion of adult members who were continuously enrolled during the measurement year and whose provider advised them to quit smoking or using tobacco; recommended or discussed medication to assist with quitting smoking or using tobacco; or recommended or discussed methods and strategies other than medication to assist with quitting smoking or using tobacco. This measure is only reported for those respondents that answered 'every day' or 'some days' to Q39. For these questions, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

The Medical Assistance with Smoking Cessation measure is composed of three questions. Georgia Medicaid Program's scores are presented for 2014 and 2013. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow above the Georgia Medicaid Program 2013 score bar if applicable.



↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014

The Flu Shot for Adults Ages 18-64 measure is based on a single question (Q38) about getting a flu shot. The score represents the proportion of members age 18-64 who were continuously enrolled during the measurement year and who received an influenza vaccination between July of the measurement year and the date the survey was completed.

In 2010, NCQA introduced the Aspirin Use and Discussion measure to assess different facets of managing aspirin use for the primary prevention of cardiovascular disease. The measure is comprised of two questions, one assessing current aspirin use (Q43) and the other asking whether a doctor or health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke (Q45).

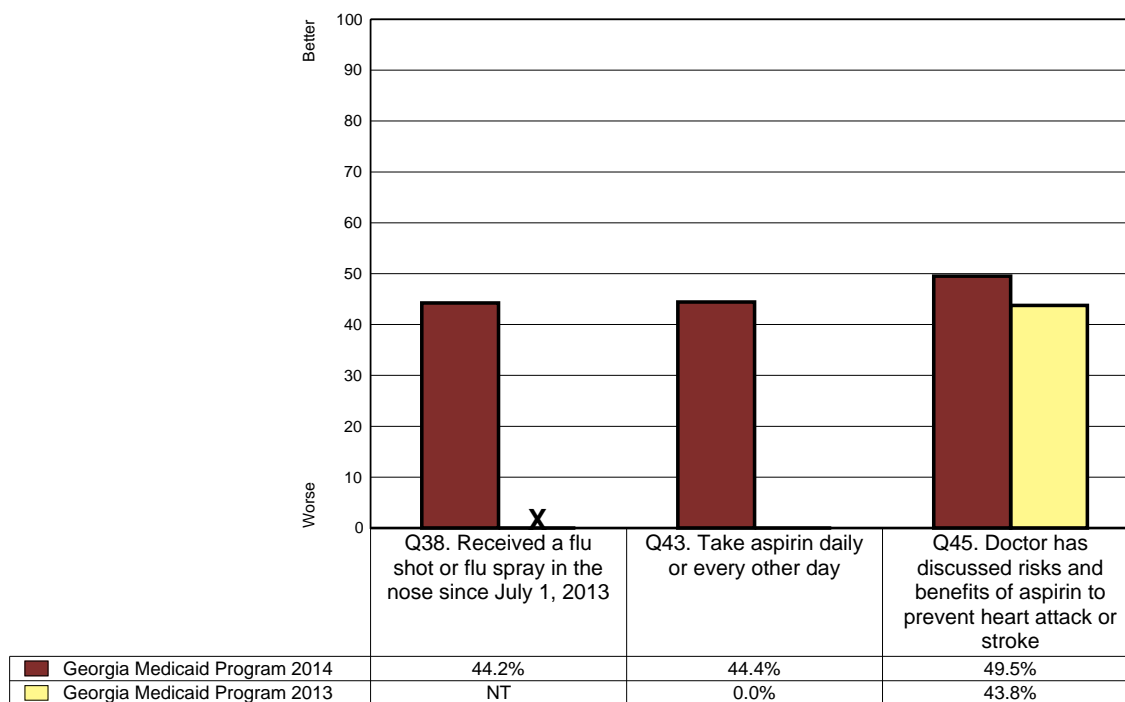
Included in the calculation of the Aspirin Use component are members in certain age/gender/risk factor categories who could safely take aspirin (based on response to Q44, and had no cardiovascular disease exclusion (based on response to Q47), and who answered Q43. The rate represents the proportion of those members who indicated they take aspirin daily or every other day.

Included in the calculation of the Aspirin Risks and Benefits component are members in certain age/gender categories who had no cardiovascular disease exclusion (based on response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

Georgia Medicaid Program's results are presented for 2014 and 2013. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow above the Georgia Medicaid Program 2013 score bar if applicable.

### Flu Shot for Adults Ages 18-64 (FSA)

### Aspirin Use and Discussion (ASP)



% of respondents answering Yes

↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2014

NT/X: No trend data available.



## Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender, ethnicity and education for the respondents. The total of all categories for the respondent ethnicity is more than 100% because the data is from a combination of the data collected for Q55 and Q56 which allows respondents to choose multiple ethnicities.

### Demographic Characteristics

<b><i>Respondent Age (years)</i></b>	ADMD 2014	ADMD 2013
18 to 24	7.4%	16.4%
25 to 34	7.2%	26.1%
35 to 44	7.6%	24.7%
45 to 54	16.4%	11.8%
55 to 64	23.1%	5.6%
65 to 74	19.6%	4.9%
75 or older	18.7%	10.5%

<b><i>Parent/Respondent Gender</i></b>	ADMD 2014	ADMD 2013
Male	34.2%	17.6%
Female	65.8%	82.4%

<b><i>Highest grade or level of school completed</i></b>	ADMD 2014	ADMD 2013
8th grade or less	20.6%	7.4%
Some high school, but did not graduate	29.3%	18.7%
High school graduate or GED	31.1%	36.6%
Some college or 2-year college	14.8%	31.0%
4-year college graduate	2.1%	4.6%
More than 4-year college degree	2.1%	1.8%

<b><i>Ethnicity</i></b>	ADMD 2014	ADMD 2013
White	46.8%	47.2%
Black or African American	49.8%	48.9%
Asian	2.5%	3.5%
American Indian or Alaska Native	3.7%	1.8%
Hispanic or Latino	6.2%	2.5%
Native Hawaiian or Other Pacific Islander	0.5%	0.4%
Other	2.3%	2.8%

## Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid program is based on Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with the Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's adult achievement score, and the correlation with overall satisfaction with the services for adults under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See Appendix A for definitions of correlation and achievement scores.)

Question	ADMD Achievement Score	Correlation w/ satisfaction
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	95.0	0.46
Q12. Doctor/provider definitely asked what you thought was best for you	67.7	0.39
Q20. Personal doctor usually or always spent enough time with you	87.3	0.35
Q19. Personal doctor usually or always showed respect for what you had to say	91.8	0.33
Q31. Health plan's customer service usually or always gave needed information or help	80.5	0.33
Q18. Personal doctor usually or always listened carefully to you	90.5	0.32
Q4. Usually or always got care right away as soon as you needed	83.6	0.30
Q14. Usually or always got care, tests or treatment you thought you needed	85.3	0.30
Q17. Personal doctor usually or always explained things in way that was easy to understand	88.1	0.28
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.5	0.24

## Trend Analysis - Higher Scores - 2014 vs. 2013

Improvements in Georgia Medicaid Program's services for adults scores are shown below. Scores are presented in order of greatest change first.

### HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	81.7%	63.6%	+18.0	Medical Assistance with Smoking Cessation
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	48.1%	33.8%	+14.3	Medical Assistance with Smoking Cessation
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	86.6%	75.9%	+10.8	Single Items

### HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Georgia Medicaid Program's services for adults follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q43. Take aspirin daily or every other day	44.4%	0.0%	+44.4	Aspirin Use and Discussion
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	49.2%	35.9%	+13.3	Medical Assistance with Smoking Cessation
Q31. Health plan's customer service usually or always gave needed information or help	80.5%	74.7%	+5.8	Customer Service
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	49.5%	43.8%	+5.8	Aspirin Use and Discussion
Q27. Rating of specialist seen most often	82.7%	76.9%	+5.8	Ratings
Q20. Personal doctor usually or always spent enough time with you	87.3%	82.2%	+5.1	Communication
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine	29.8%	24.7%	+5.1	Shared Decision Making
Q14. Usually or always got care, tests or treatment you thought you needed	85.3%	80.4%	+4.9	Getting Needed Care

## Trend Analysis - Higher Scores - 2014 vs. 2013

(continued)

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.5%	75.8%	+4.7	Getting Needed Care
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	69.2%	64.5%	+4.7	Single Items
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed	83.2%	78.9%	+4.3	Getting Care Quickly
Q18. Personal doctor usually or always listened carefully to you	90.5%	86.9%	+3.6	Communication
Q29. Written materials/Internet usually or always provided needed information about how health plan works	67.9%	64.6%	+3.2	Single Items
Q17. Personal doctor usually or always explained things in way that was easy to understand	88.1%	85.2%	+2.9	Communication
Q23. Rating of personal doctor	80.4%	78.1%	+2.2	Ratings
Q19. Personal doctor usually or always showed respect for what you had to say	91.8%	89.6%	+2.2	Communication
Q35. Rating of program	72.6%	72.1%	+0.5	Ratings
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	95.0%	94.6%	+0.3	Customer Service
Q4. Usually or always got care right away as soon as you needed	83.6%	83.3%	+0.3	Getting Care Quickly
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine	41.0%	40.7%	+0.2	Shared Decision Making

## Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for Georgia Medicaid Program's services for adults that have not improved over last period are presented below in order of greatest change first.

### LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q37. Excellent or very good rating of your overall mental or emotional health	28.6%	42.9%	-14.2	Single Items
Q36. Excellent or very good rating of your overall health	20.0%	33.0%	-13.0	Single Items

### LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Georgia Medicaid Program's services for adults follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	ADMD 2014 Score	ADMD 2013 Score	% Point Change	Composite Group
Q12. Doctor/provider definitely asked what you thought was best for you	67.7%	76.5%	-8.8	Shared Decision Making
Q13. Rating of all health care	68.4%	70.3%	-1.9	Ratings
PQ34. Forms from your health plan usually or always easy to fill out	94.0%	95.8%	-1.7	Single Items

## Correlation Analysis

Ratings and composite scores are key summary results of CAHPS surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See Appendix A for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, their achievement scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', 'Never', or 'No'. For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the top-most response options, 'A Lot' or 'Yes'.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

## Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	85%	0.44	Q20 Communication	87%	0.59	Q25 Getting Needed Care	81%	0.42	Q32 Customer Service	95%	0.46
2	Q4 Getting Care Quickly	84%	0.40	Q18 Communication	90%	0.57	Q10 Shared Decision Making	41%	0.36	Q12 Shared Decision Making	68%	0.39
3	Q20 Communication	87%	0.36	Q19 Communication	92%	0.56	Q14 Getting Needed Care	85%	0.33	Q20 Communication	87%	0.35
4	Q18 Communication	90%	0.31	Q17 Communication	88%	0.50	Q4 Getting Care Quickly	84%	0.32	Q19 Communication	92%	0.33
5	Q17 Communication	88%	0.30	Q14 Getting Needed Care	85%	0.42	Q11 Shared Decision Making	30%	0.30	Q31 Customer Service	81%	0.33
6	Q19 Communication	92%	0.29	Q11 Shared Decision Making	30%	0.29	Q31 Customer Service	81%	0.27	Q18 Communication	90%	0.32
7	Q12 Shared Decision Making	68%	0.28	Q25 Getting Needed Care	81%	0.27	Q6 Getting Care Quickly	83%	0.26	Q4 Getting Care Quickly	84%	0.30
8	Q6 Getting Care Quickly	83%	0.26	Q12 Shared Decision Making	68%	0.25	Q19 Communication	92%	0.25	Q14 Getting Needed Care	85%	0.30
9	Q10 Shared Decision Making	41%	0.25	Q31 Customer Service	81%	0.25	Q20 Communication	87%	0.25	Q17 Communication	88%	0.28
10	Q11 Shared Decision Making	30%	0.20	Q10 Shared Decision Making	41%	0.25	Q18 Communication	90%	0.21	Q25 Getting Needed Care	81%	0.24

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.44	85%	59%	27%	13%	2%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	84%	66%	17%	15%	1%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.36	87%	69%	18%	10%	3%
4	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.31	90%	79%	12%	9%	1%
5	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	88%	73%	15%	11%	1%
6	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.29	92%	80%	12%	8%	1%
7	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.28	68%	68%	(na)	(na)	32%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.26	83%	60%	23%	16%	1%
9	Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	0.25	41%	41%	39%	18%	2%
10	Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.20	30%	30%	31%	10%	29%



## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.59	87%	69%	18%	10%	3%
2	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.57	90%	79%	12%	9%	1%
3	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.56	92%	80%	12%	8%	1%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.50	88%	73%	15%	11%	1%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.42	85%	59%	27%	13%	2%
6	Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.29	30%	30%	31%	10%	29%
7	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.27	81%	56%	25%	16%	4%
8	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.25	68%	68%	(na)	(na)	32%
9	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.25	81%	60%	20%	18%	2%
10	Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	0.25	41%	41%	39%	18%	2%

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always	Some / Usually	A Little / Sometimes	Not at all / Never
1	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.42	81%	56%	25%	16%	4%
2	Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	0.36	41%	41%	39%	18%	2%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.33	85%	59%	27%	13%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	84%	66%	17%	15%	1%
5	Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.30	30%	30%	31%	10%	29%
6	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.27	81%	60%	20%	18%	2%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.26	83%	60%	23%	16%	1%
8	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	92%	80%	12%	8%	1%
9	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.25	87%	69%	18%	10%	3%
10	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.21	90%	79%	12%	9%	1%

## Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.46	95%	76%	19%	3%	2%
2	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.39	68%	68%	(na)	(na)	32%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.35	87%	69%	18%	10%	3%
4	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.33	92%	80%	12%	8%	1%
5	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.33	81%	60%	20%	18%	2%
6	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	90%	79%	12%	9%	1%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	84%	66%	17%	15%	1%
8	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.30	85%	59%	27%	13%	2%
9	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.28	88%	73%	15%	11%	1%
10	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.24	81%	56%	25%	16%	4%

## PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction. (See Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for adults is based on Q35, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

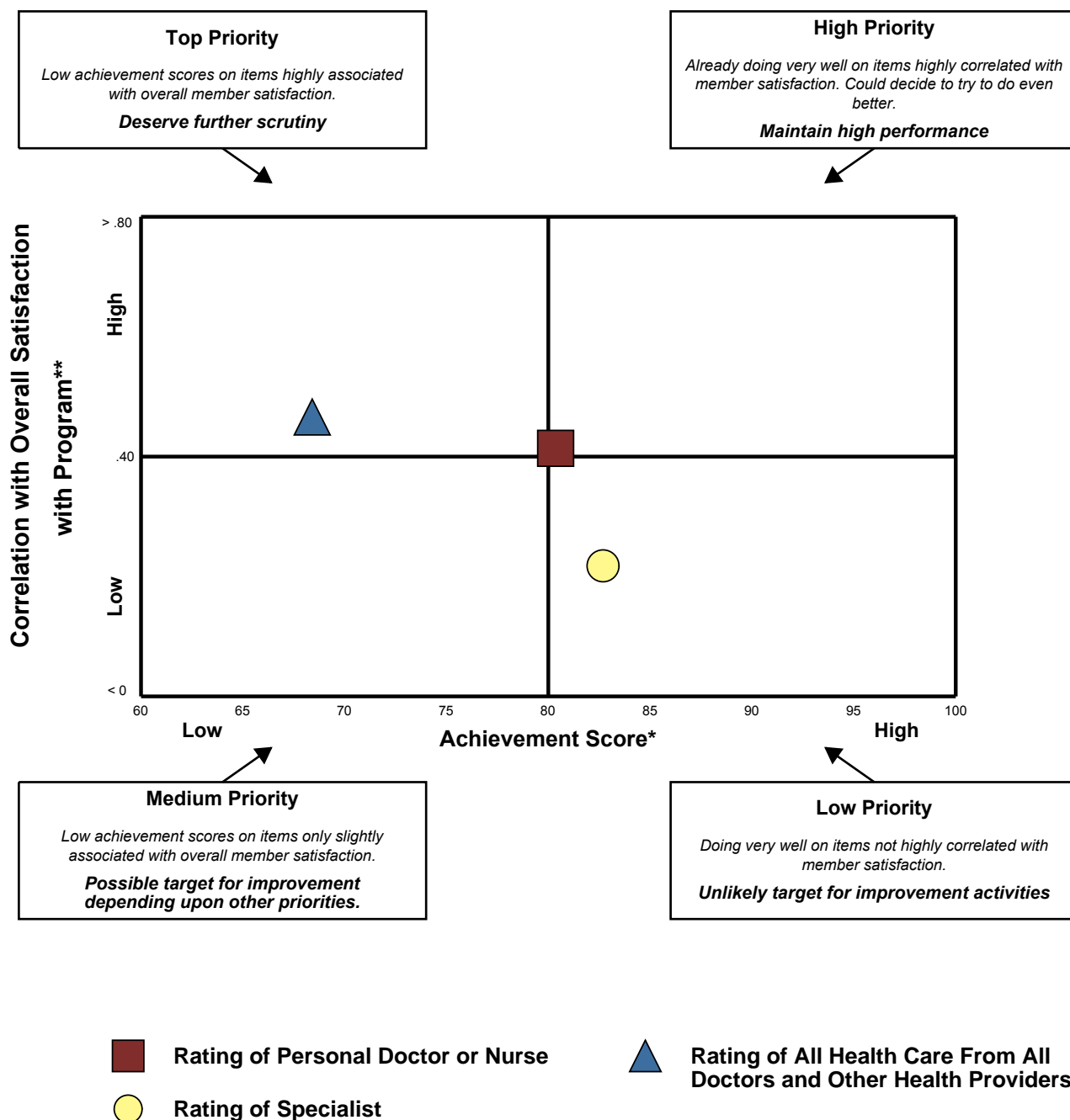
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with health plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	<b>Top Priority</b>  <i>Low achievement scores on items highly associated with overall member satisfaction.</i>  <b>Deserve further scrutiny</b>	<b>High Priority</b>  <i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i>  <b>Maintain high performance</b>
	Low	<b>Medium Priority</b>  <i>Low achievement scores on items only slightly associated with overall member satisfaction.</i>  <b>Possible target for improvement depending upon other priorities.</b>	<b>Low Priority</b>  <i>Doing very well on items not highly correlated with member satisfaction.</i>  <b>Unlikely target for improvement activities</b>
		Low	High
		Achievement Score*	

\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix Ratings

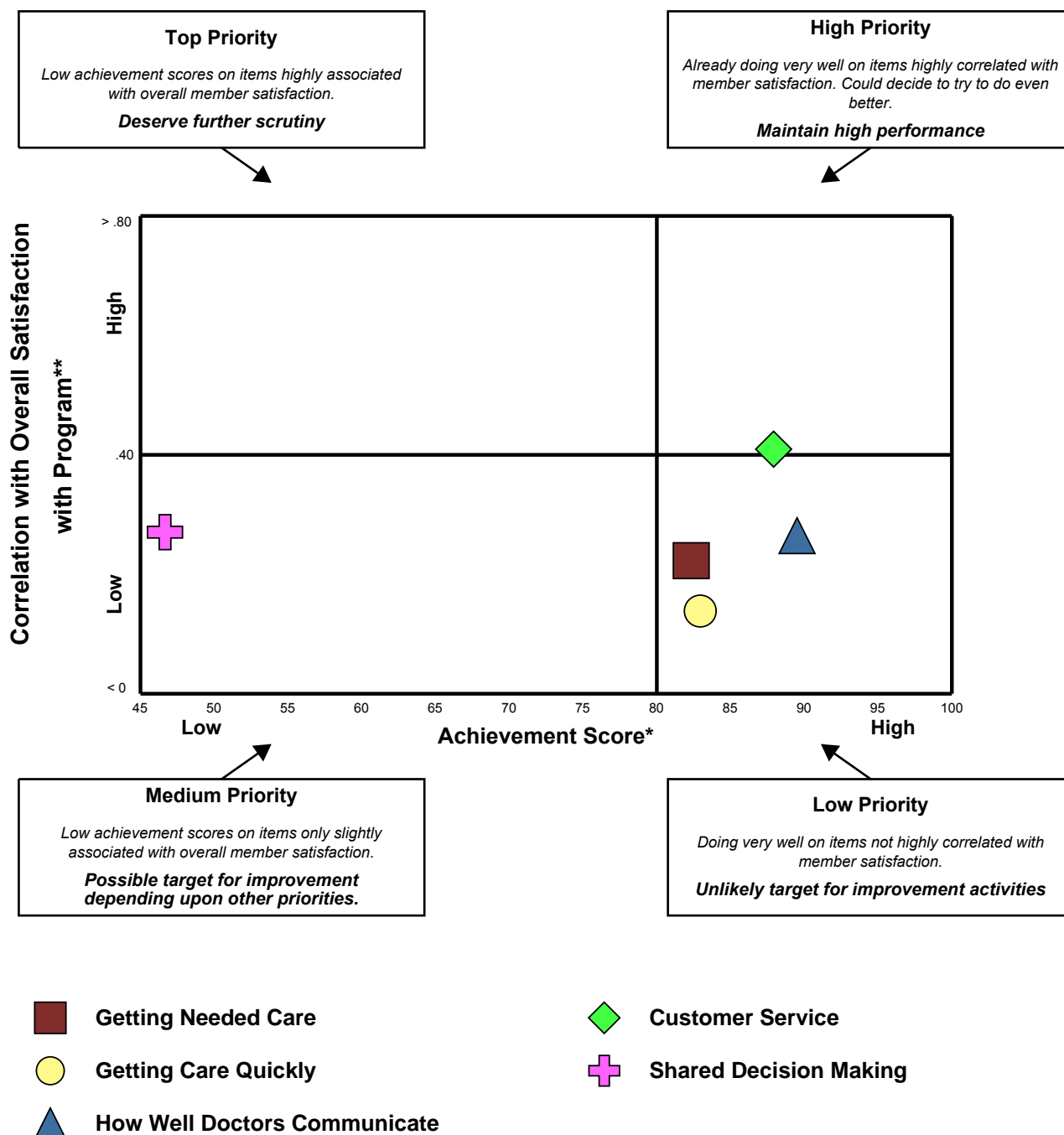


\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - CAHPS® 5.0 Composites

## Composite Measures

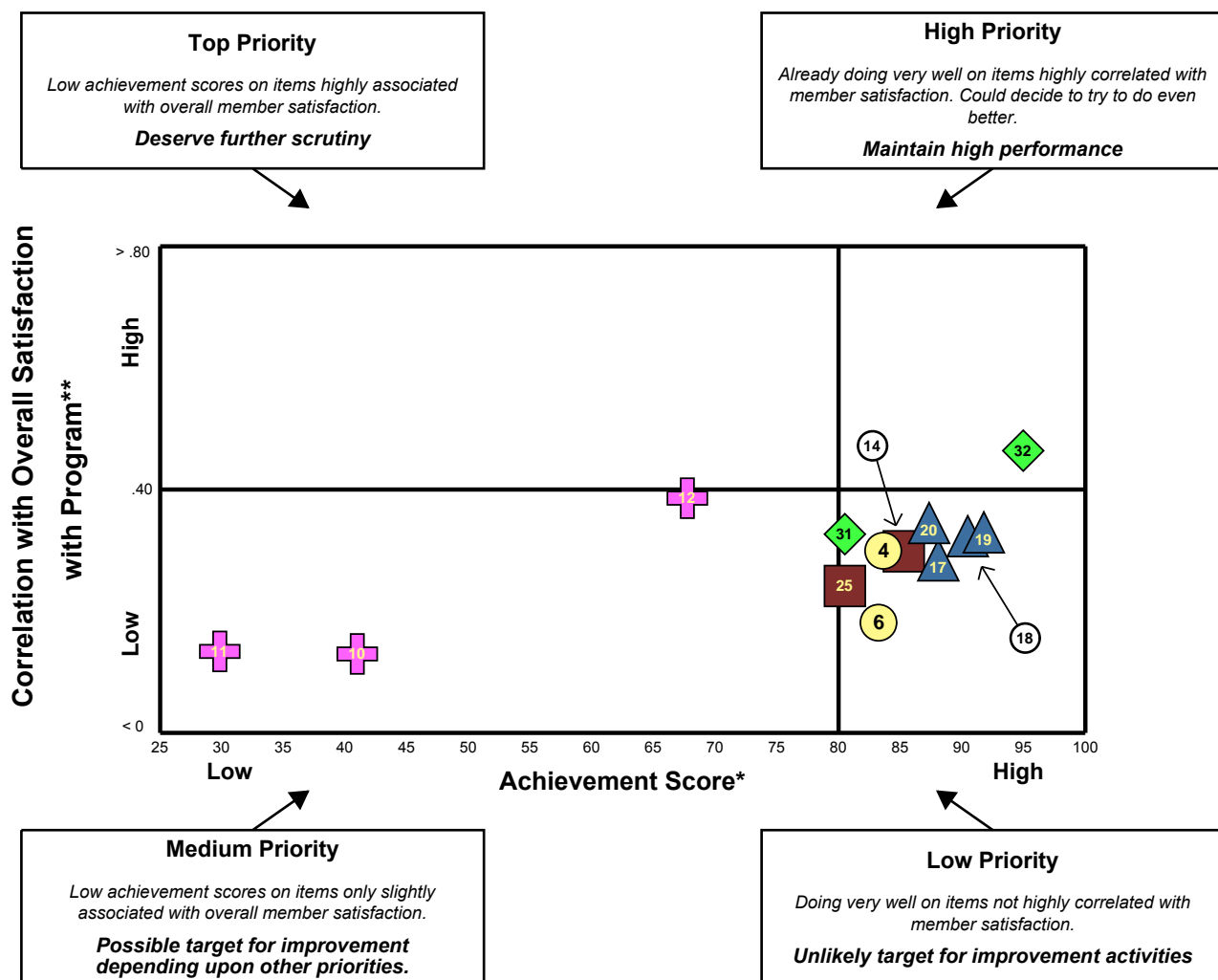


\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - Standard CAHPS® 5.0 Composites

### Composite Items

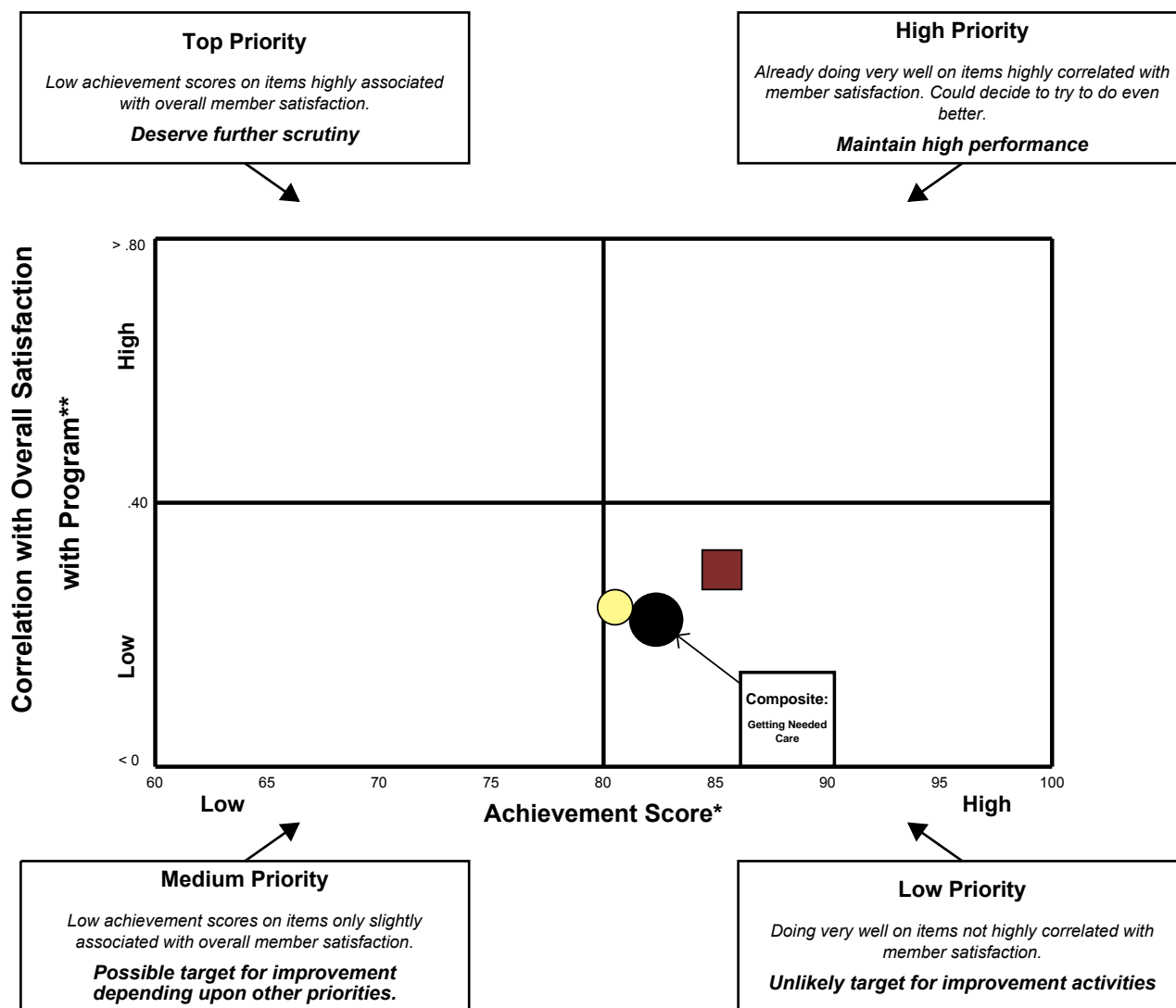


\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - Standard CAHPS® 5.0 Composites

## Getting Needed Care



Q14. Usually or always got care, tests or treatment you thought you needed



Q25. Usually or always get an appointment to see a specialist as soon as you needed

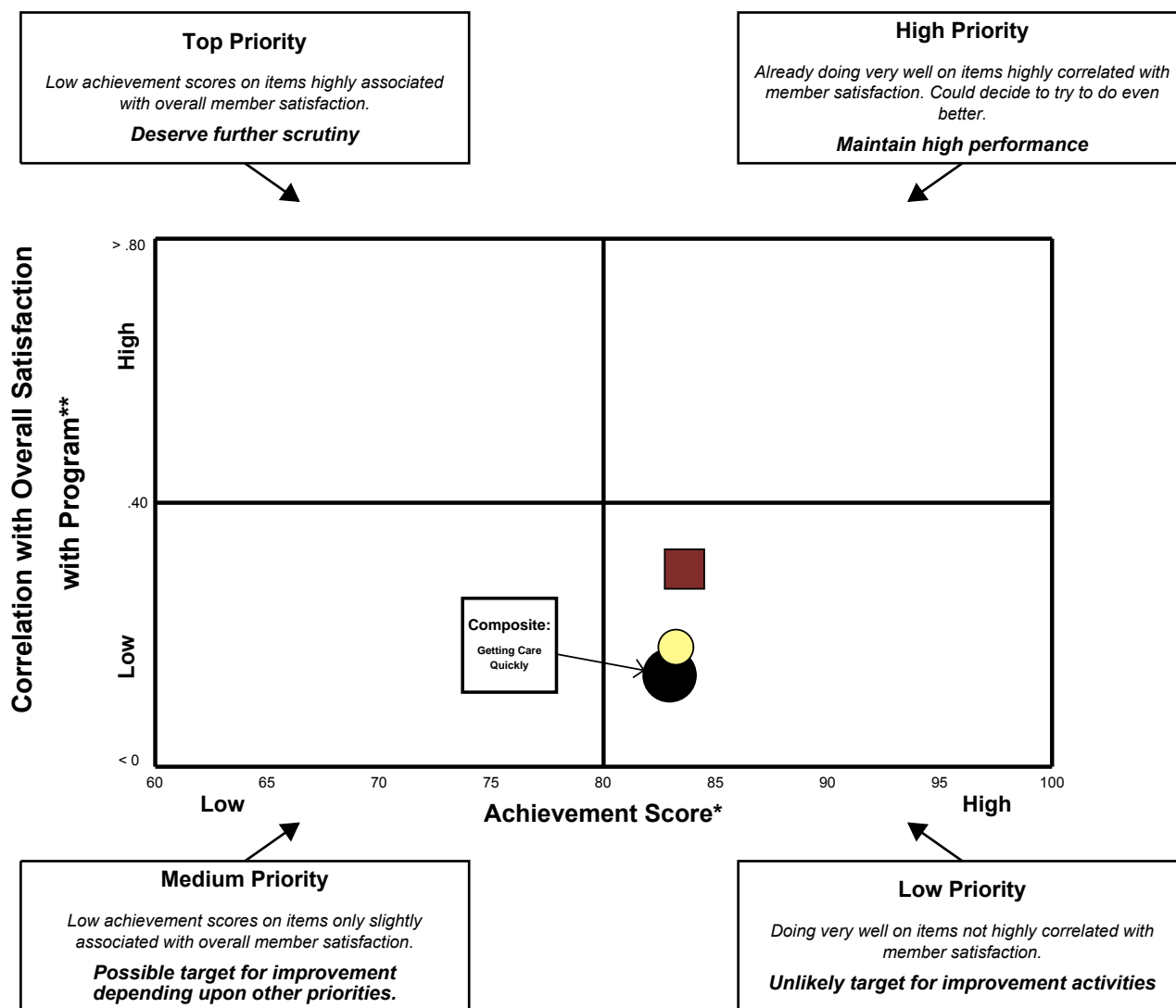
\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.



## Priority Matrix - Standard CAHPS® 5.0 Composites

### Getting Care Quickly



Q4. Usually or always got care right away as soon as you needed



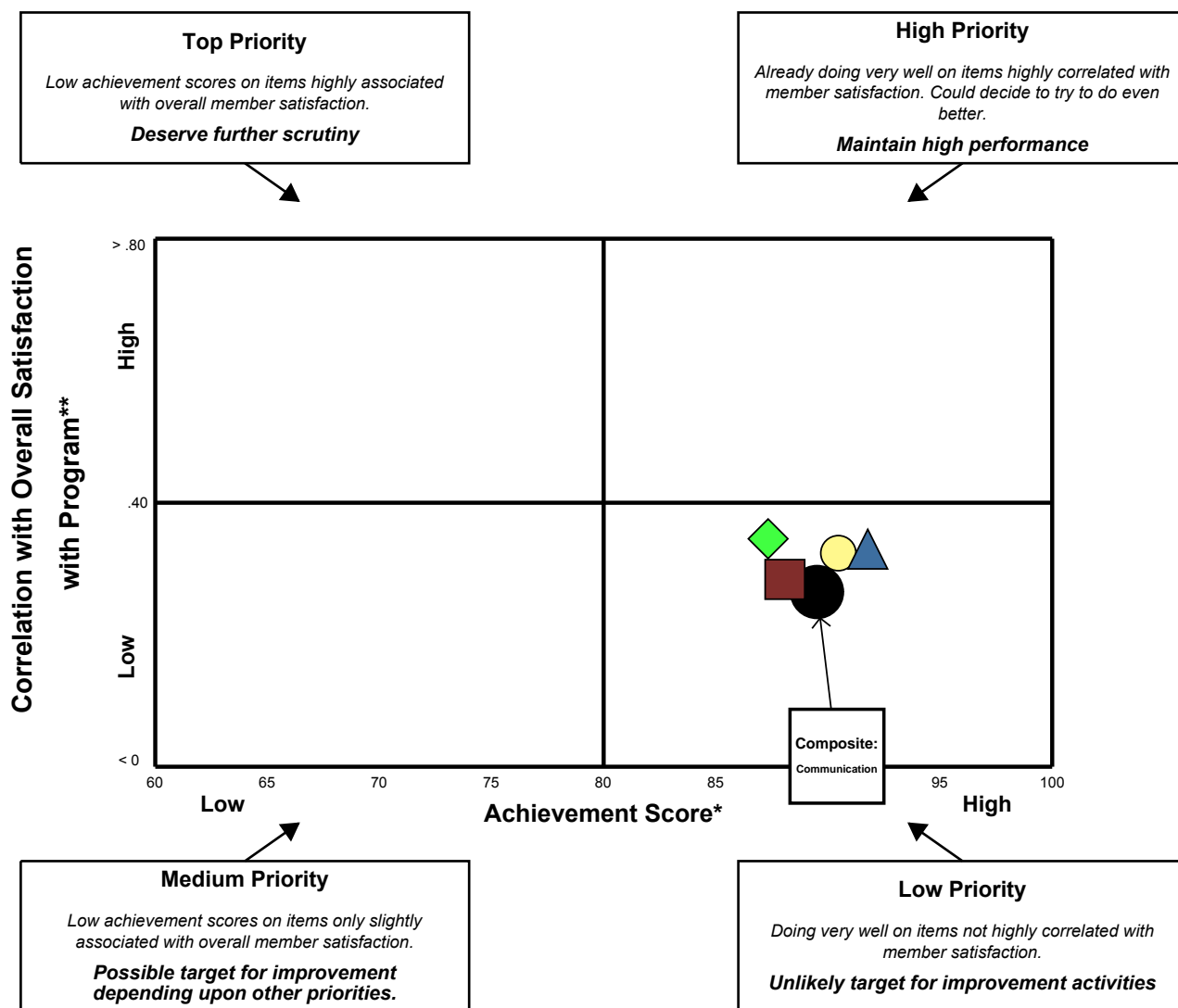
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed



\* An achievement score is ranked "high" when score is 80 or higher.



\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - Standard CAHPS® 5.0 Composites

### How Well Doctors Communicate



-  Q17. Personal doctor usually or always explained things in way that was easy to understand
-  Q18. Personal doctor usually or always listened carefully to you

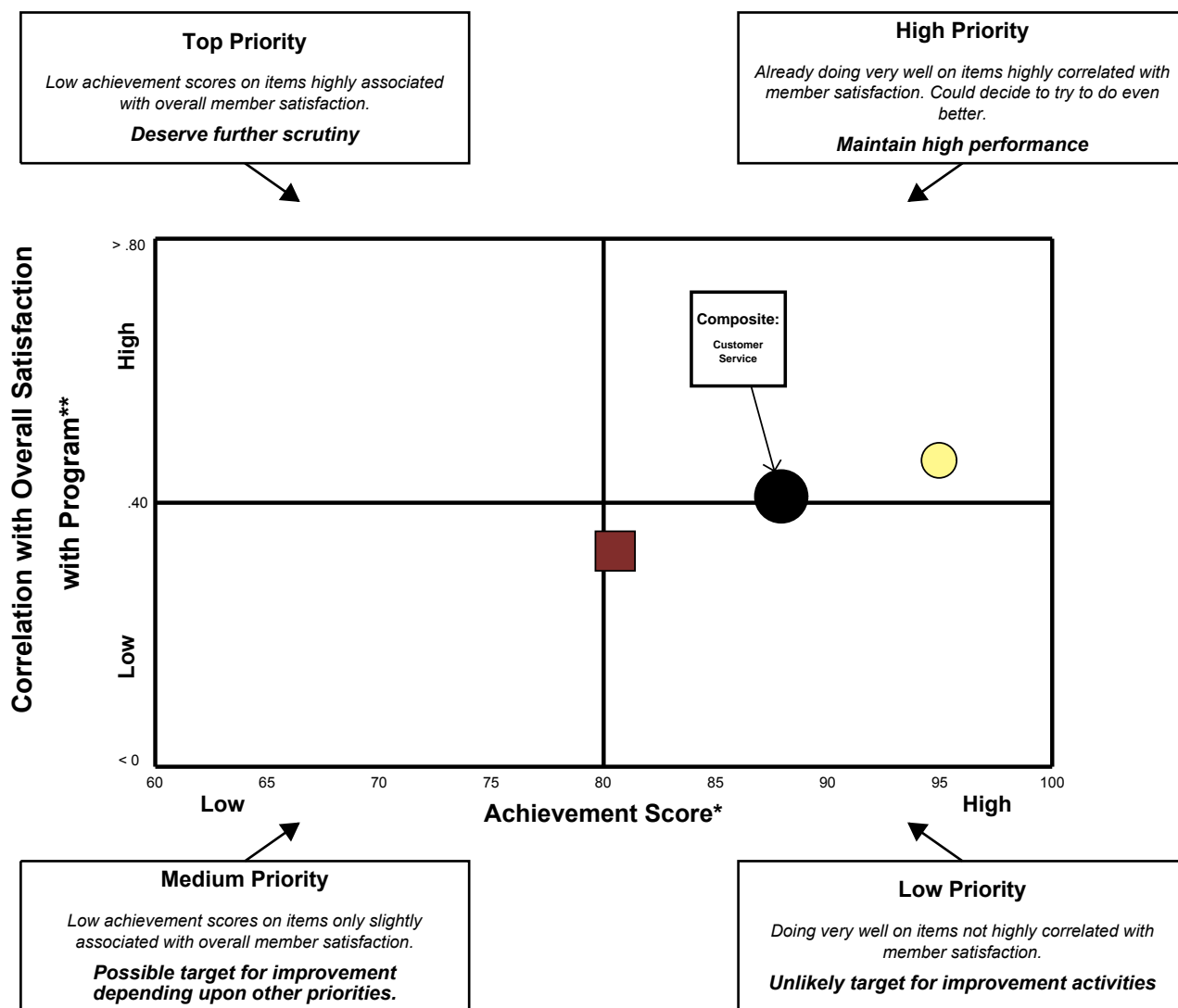
-  Q19. Personal doctor usually or always showed respect for what you had to say
-  Q20. Personal doctor usually or always spent enough time with you

\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - Standard CAHPS® 5.0 Composites

## Customer Service



Q31. Health plan's customer service usually or always gave needed information or help



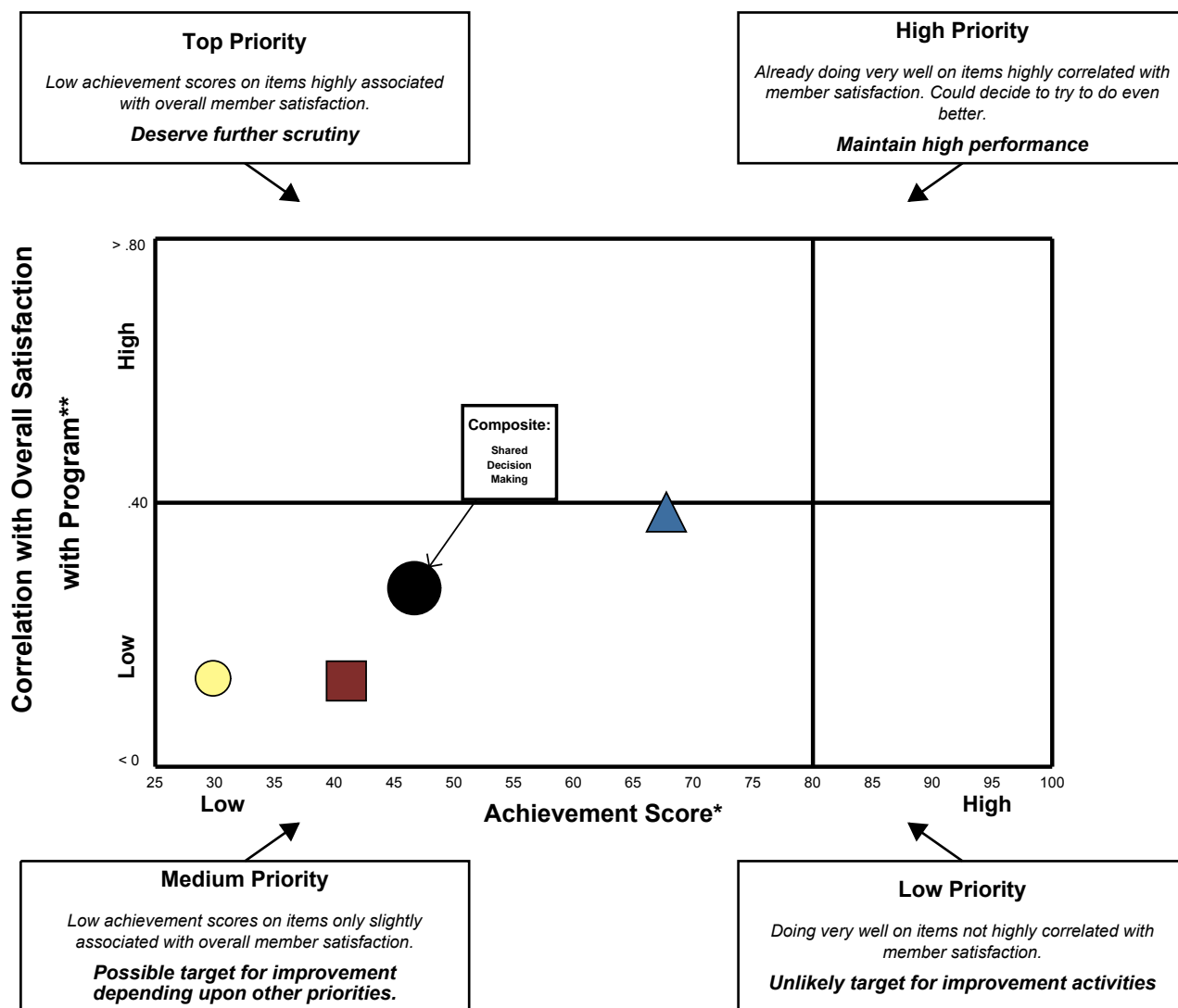
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Priority Matrix - Standard CAHPS® 5.0 Composites

### Shared Decision Making



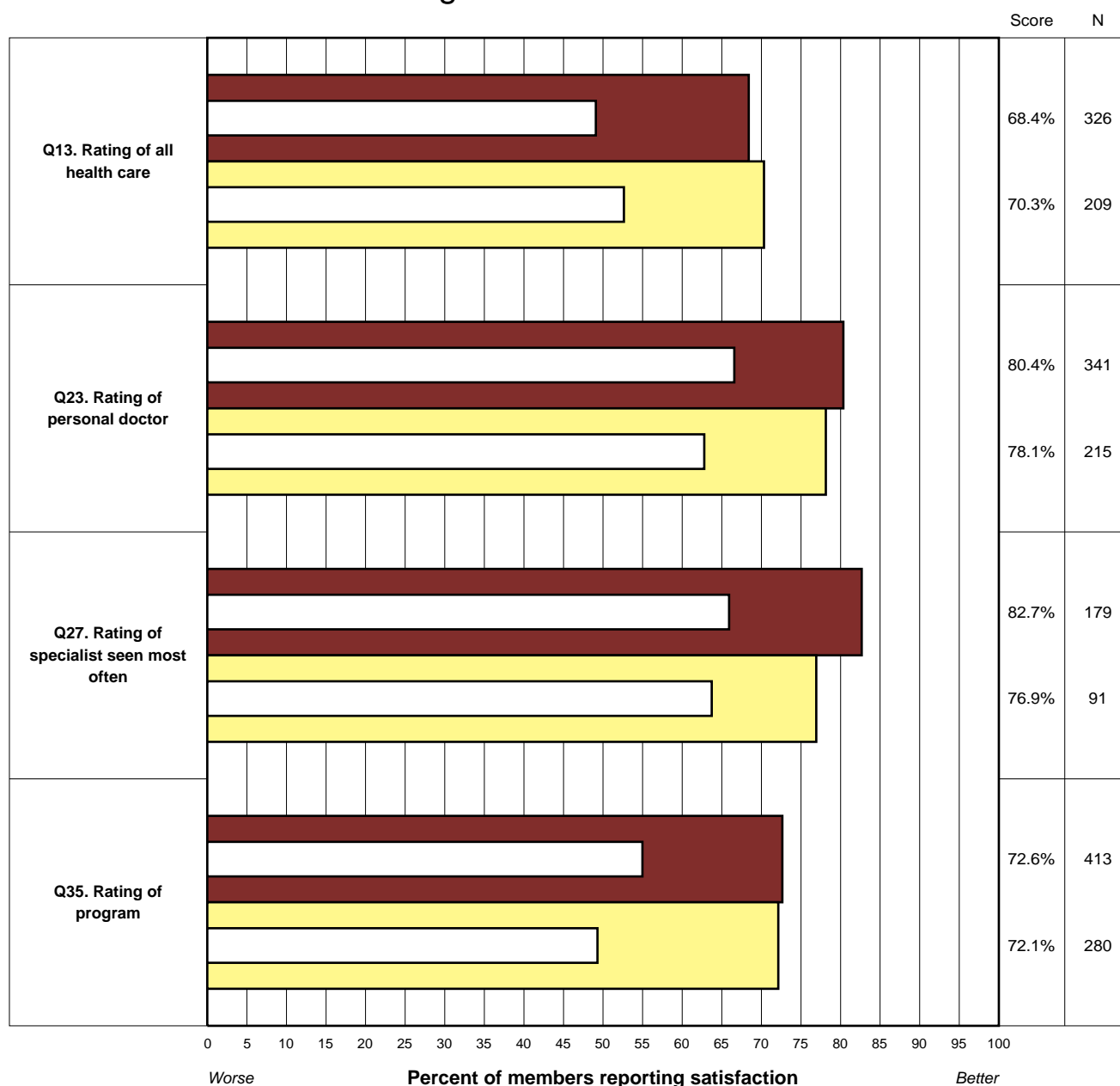
\* An achievement score is ranked "high" when score is 80 or higher.

\*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

## Overall Rating Questions

The CAHPS® 5.0 survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The ratings for Georgia Medicaid Program's services for adults are presented for 2014 and 2013. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow beside the Georgia Medicaid Program 2013 score bar if applicable.

### Overall Rating Questions - Achievement Scores

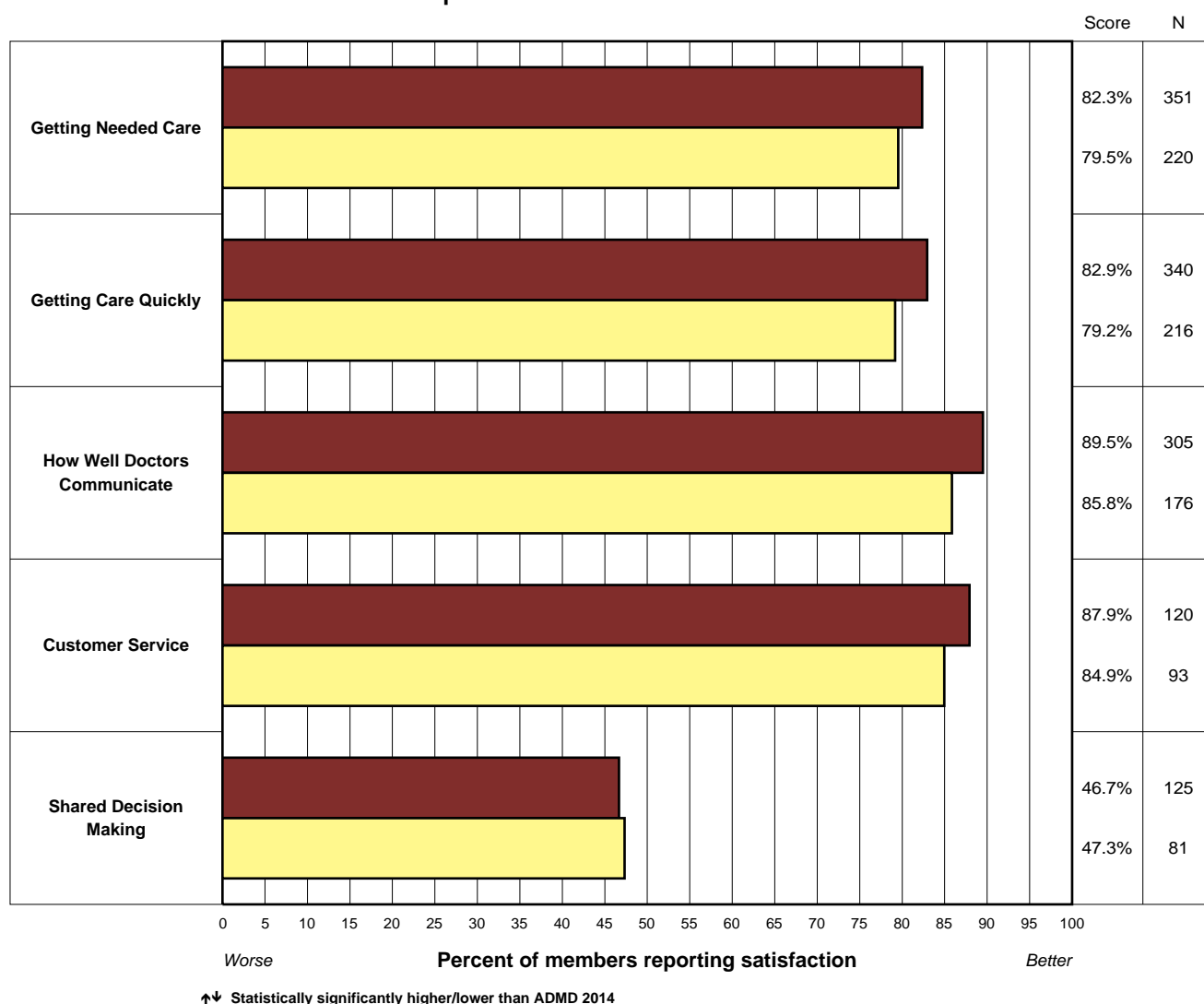


# COMPOSITES

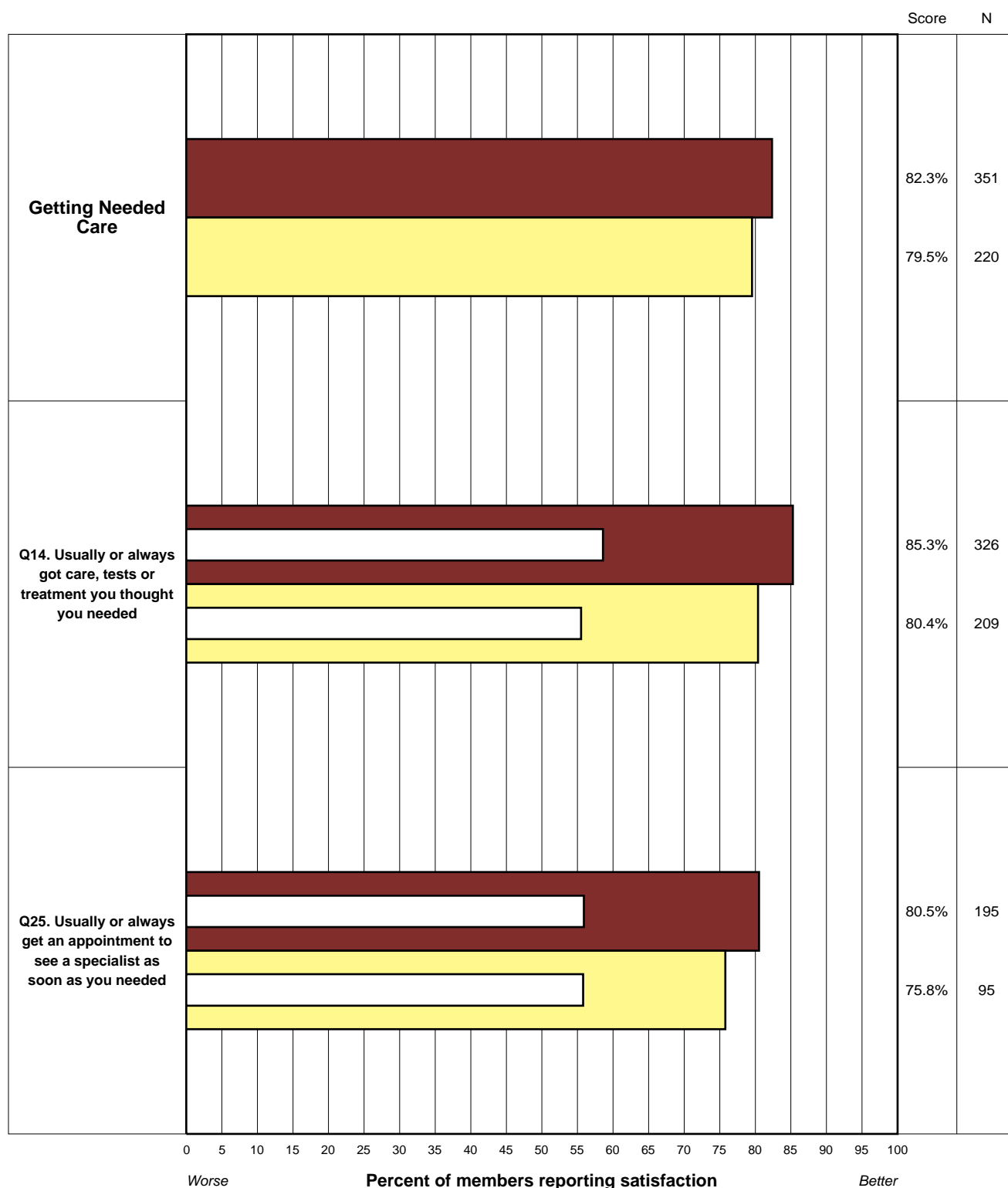
The CAHPS 5.0H survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "A Lot" or "Yes" for the Shared Decision Making composite. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. The composite scores for the 2014 Georgia Medicaid Program's services for adults are compared with the 2013 scores. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow beside the Georgia Medicaid Program 2013 score bar if applicable.

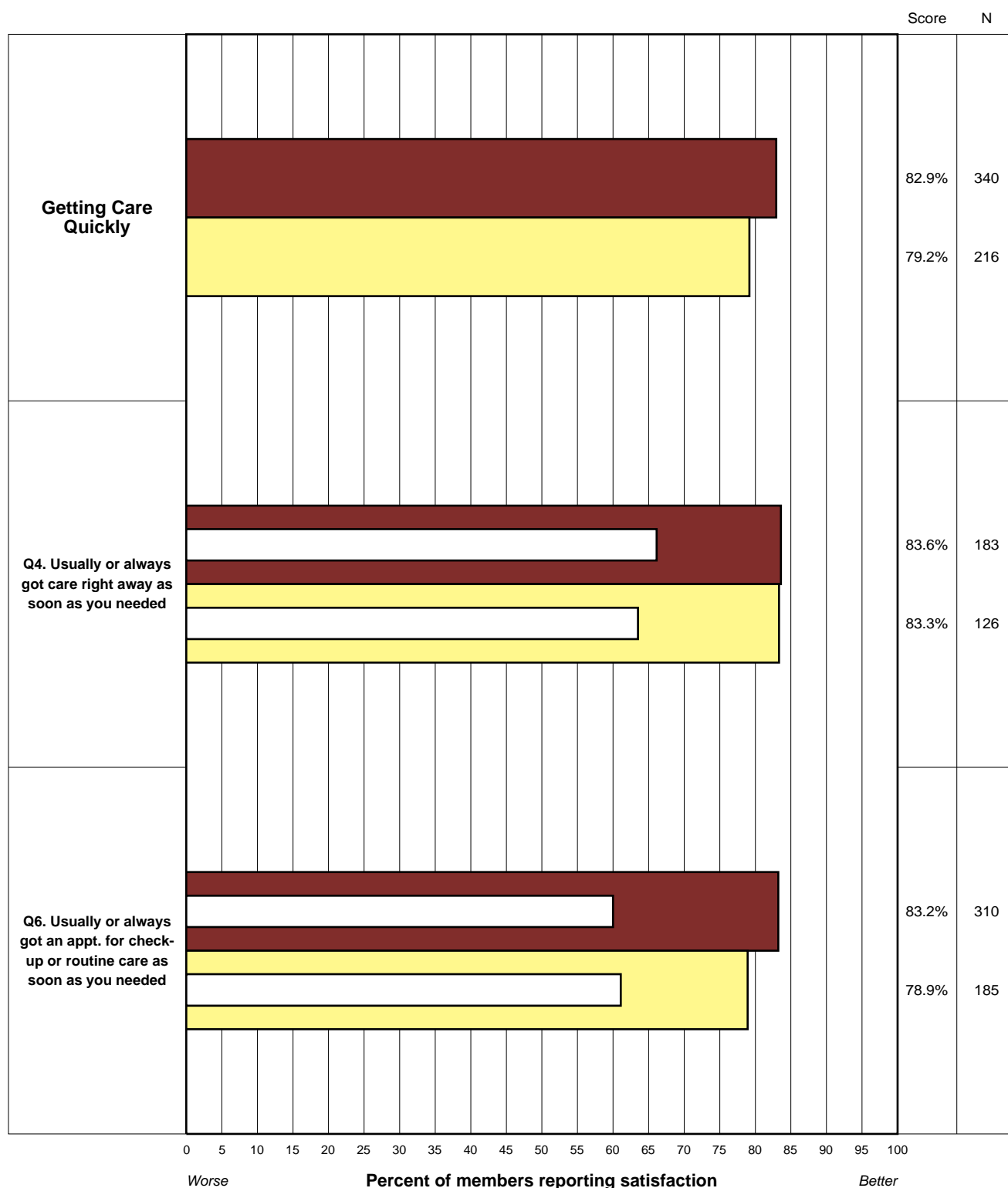
## Composites - Achievement Scores



## Getting Needed Care - Achievement Scores



## Getting Care Quickly - Achievement Scores

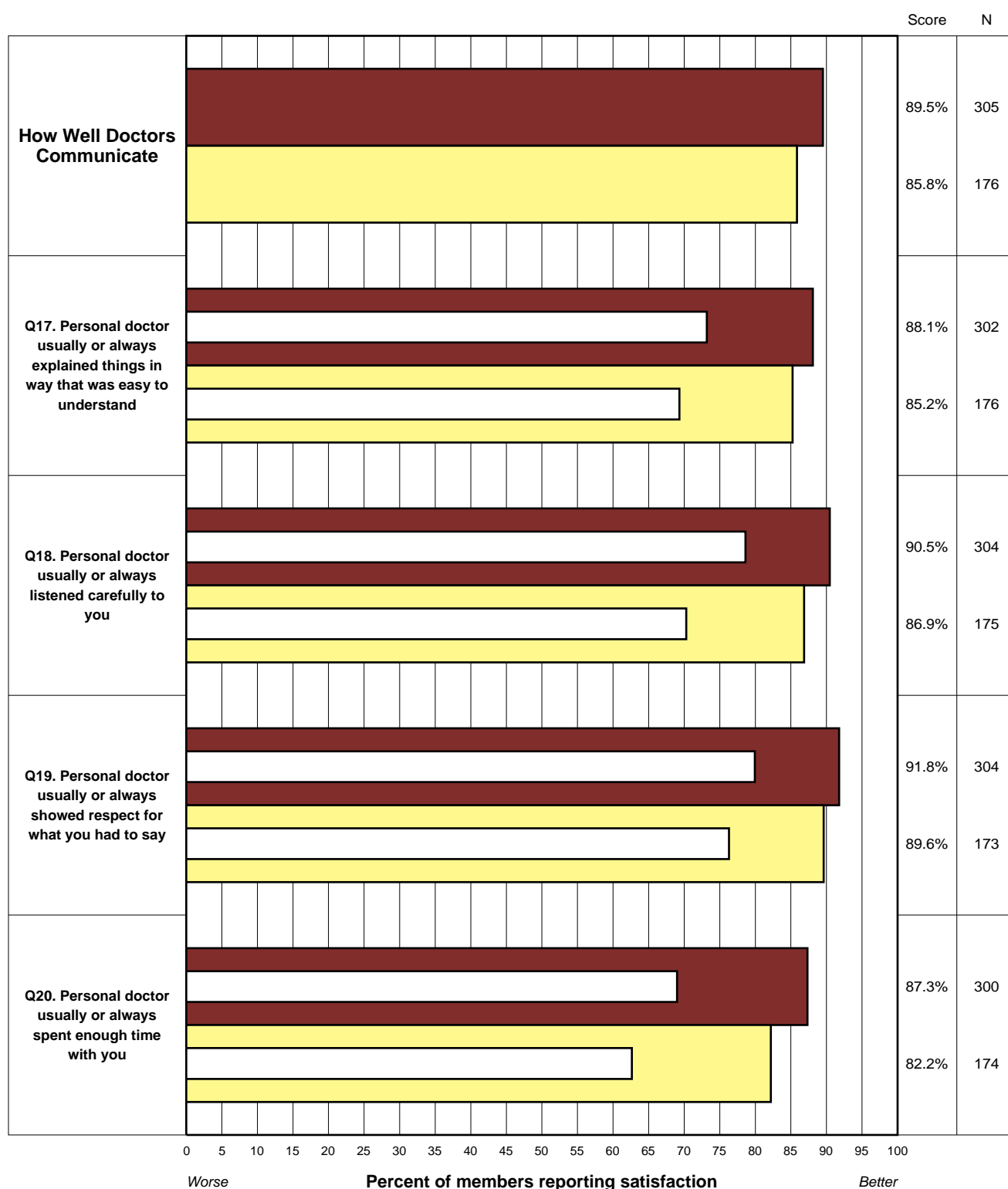


↑↓ Statistically significantly higher/lower than ADMD 2014

Note: Hollow portion of bar represents proportions giving a response of Always.



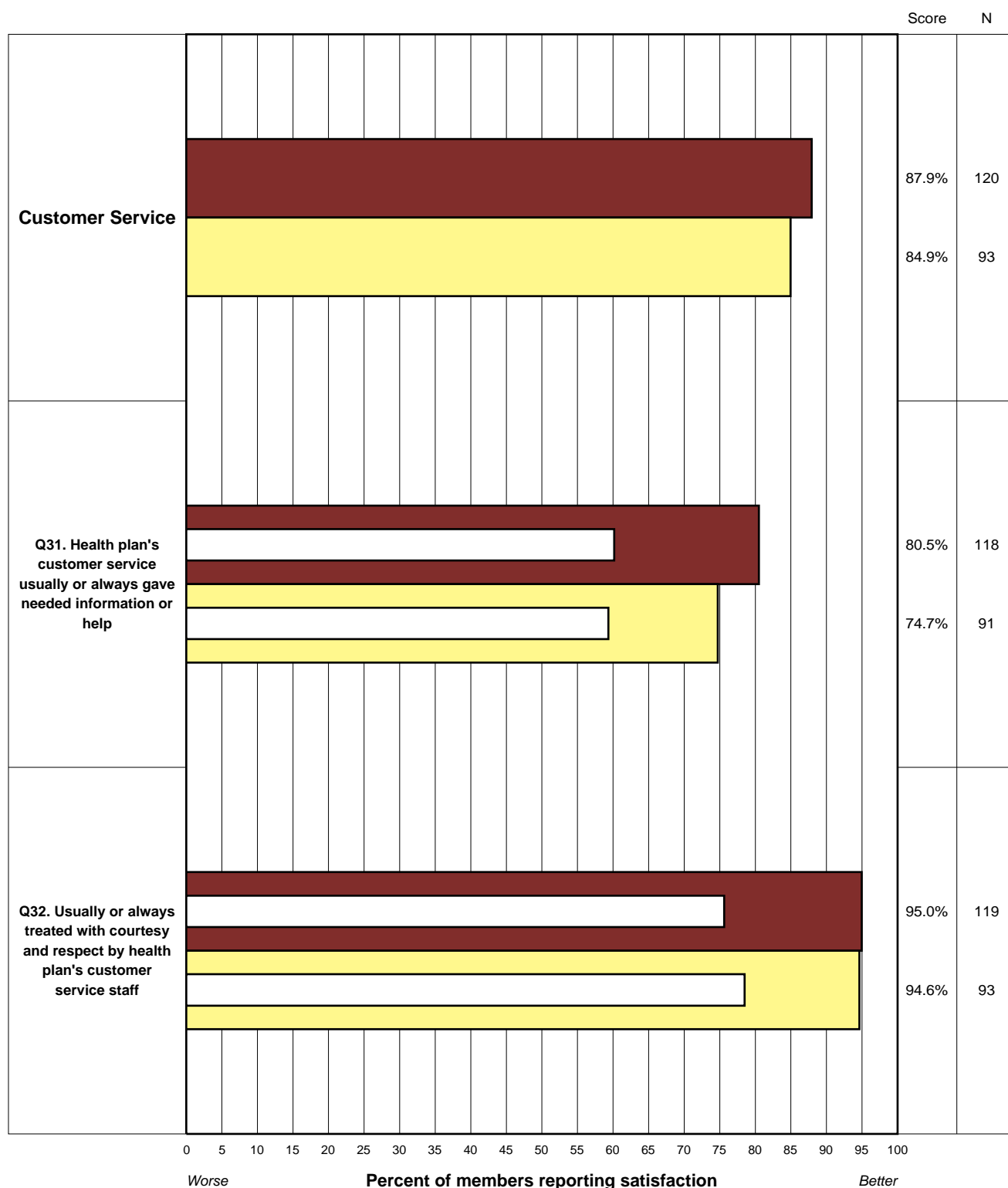
## How Well Doctors Communicate - Achievement Scores



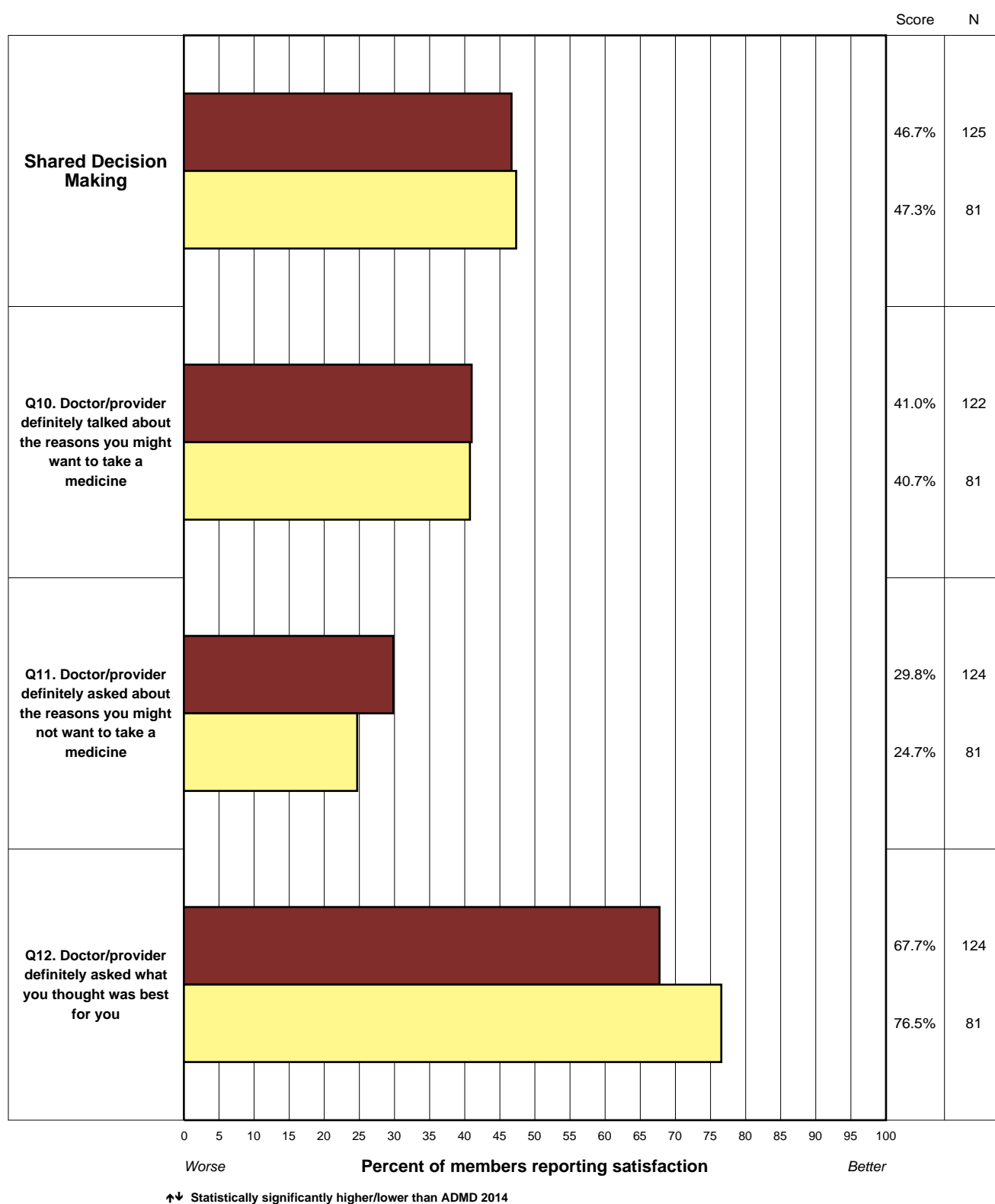
↕ Statistically significantly higher/lower than ADMD 2014

Note: Hollow portion of bar represents proportions giving a response of Always.

## Customer Service - Achievement Scores



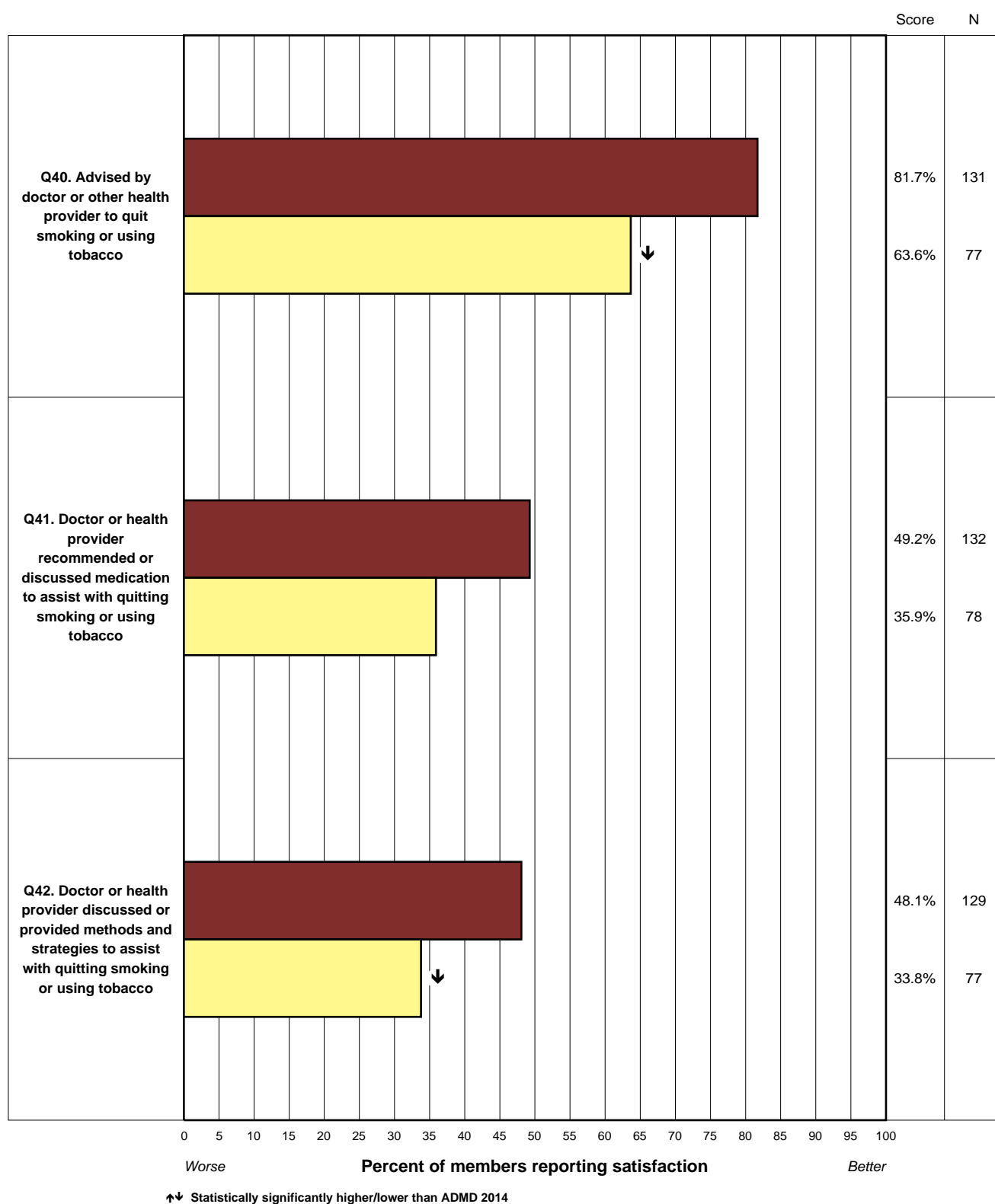
## Shared Decision Making - Achievement Scores



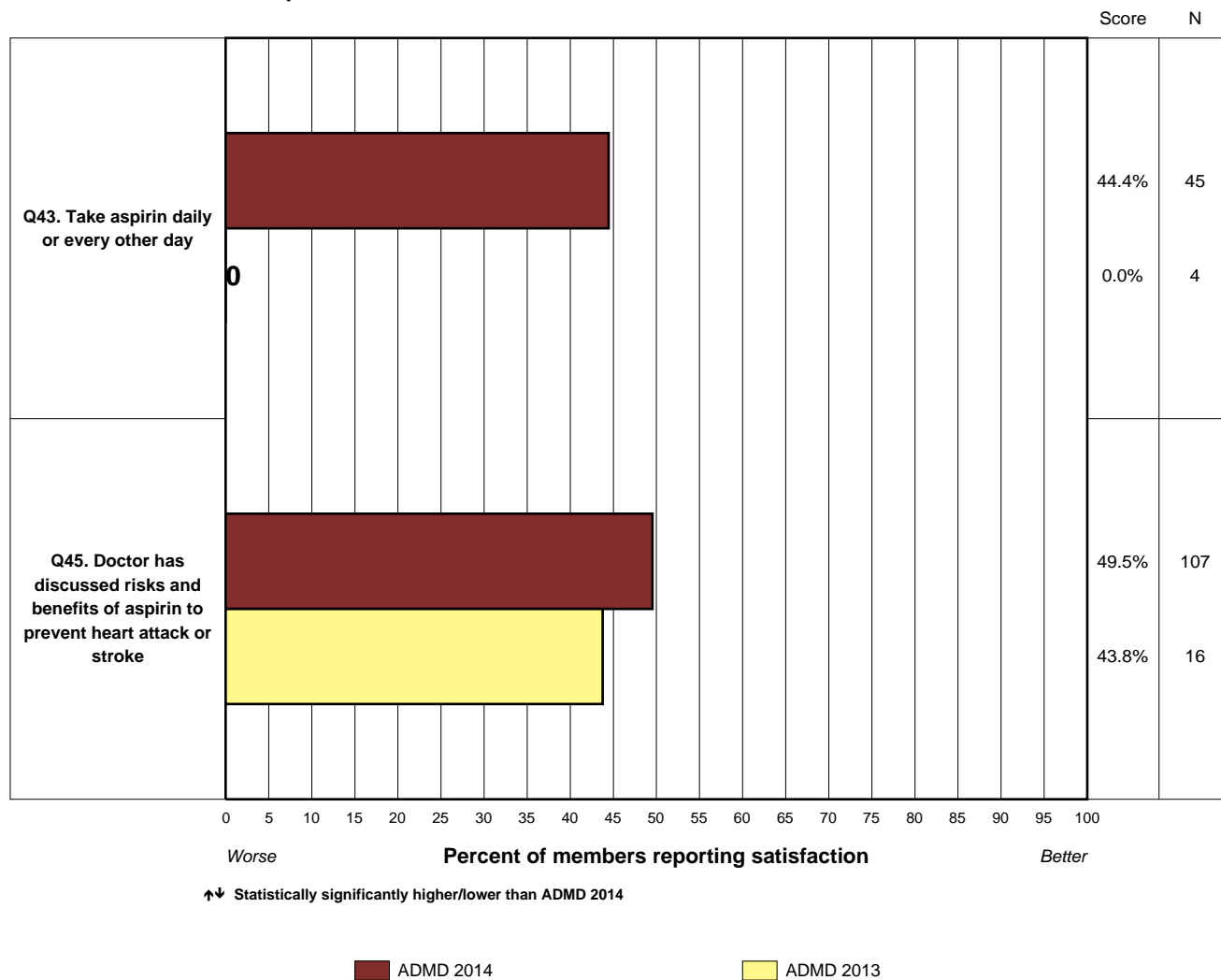
ADMD 2014

ADMD 2013

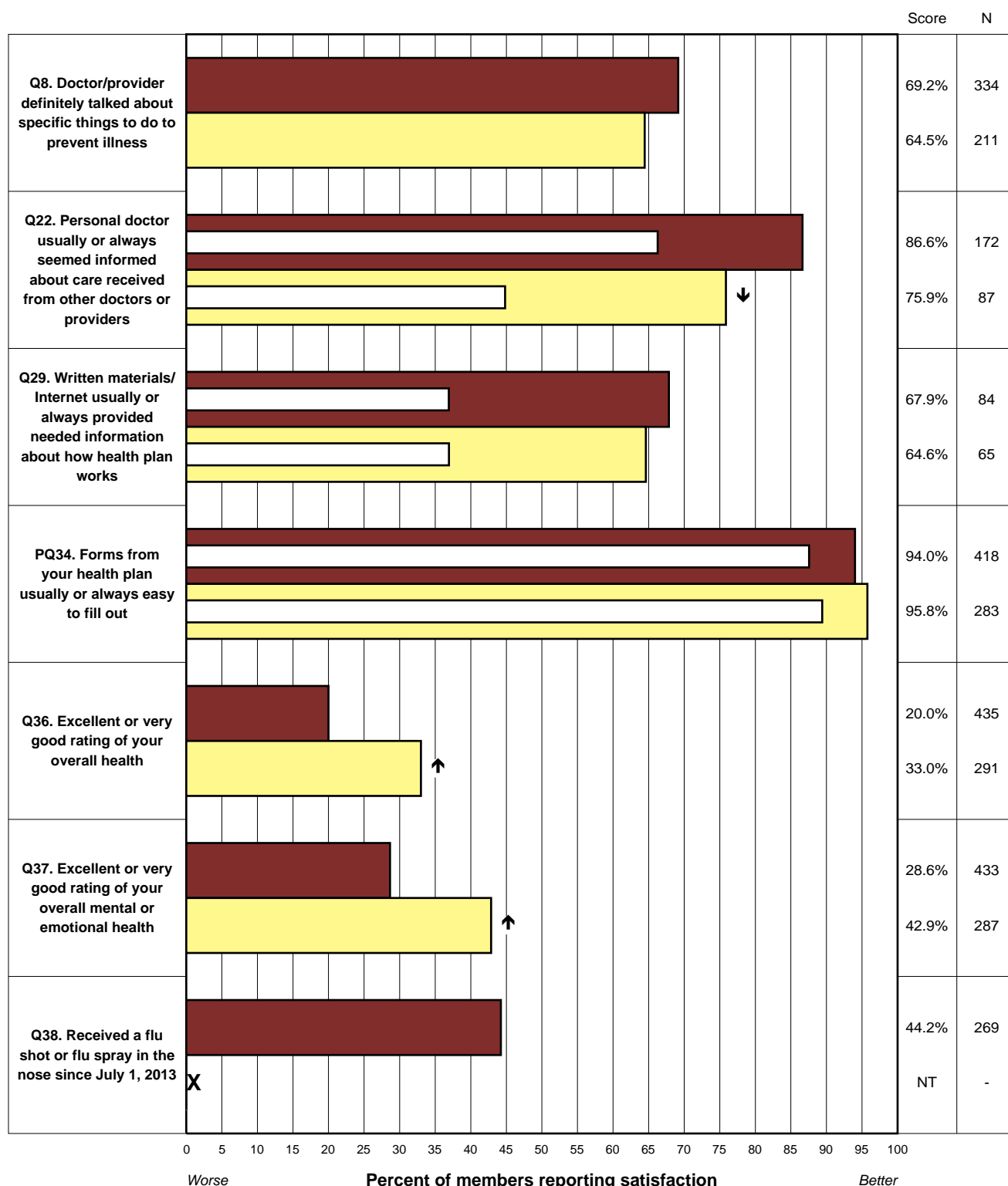
## Medical Assistance with Smoking Cessation - Achievement Scores



## Aspirin Use and Discussion - Achievement Scores



## Single Item Measures - Achievement Scores



## Responses by Question

**Q1. Our records show that you are now in the Georgia Medicaid Program. Is that right?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	395	100.0%	304	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	395	100.0%	304	100.0%
Not Answered	72		5	

### *Your Health Care in the Last 6 Months*

**Q3. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	200	44.7%	136	45.6%
No	247	55.3%	162	54.4%
<b>Total</b>	447	100.0%	298	100.0%
Not Answered	20		11	

**Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	2	1.1%	4	3.2%
● Sometimes	28	15.3%	17	13.5%
● Usually	32	17.5%	25	19.8%
● Always	121	66.1%	80	63.5%
<b>Total</b>	183	100.0%	126	100.0%
Not Answered	17		10	
<b>Reporting Category</b>				
Getting Care Quickly				
Achievement Score	83.6%		83.3%	
Correlation with Satisfaction	0.299		0.176	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

## Your Health Care in the Last 6 Months (continued)

**Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	343	77.8%	202	68.5%
No	98	22.2%	93	31.5%
<b>Total</b>	441	100.0%	295	100.0%
Not Answered	26		14	

**Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	3	1.0%	5	2.7%
● Sometimes	49	15.8%	34	18.4%
● Usually	72	23.2%	33	17.8%
● Always	186	60.0%	113	61.1%
<b>Total</b>	310	100.0%	185	100.0%
Not Answered	33		17	
<b>Reporting Category</b> Getting Care Quickly				
Achievement Score	83.2%		78.9%	
Correlation with Satisfaction	0.181		0.123	
Priority Rating	Low		Medium	

**Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
None	84	19.4%	76	26.0%
1 time	51	11.8%	40	13.7%
2	97	22.4%	53	18.2%
3	60	13.9%	32	11.0%
4	48	11.1%	29	9.9%
5 to 9	71	16.4%	41	14.0%
10 or more times	22	5.1%	21	7.2%
<b>Total</b>	433	100.0%	292	100.0%
Not Answered	34		17	

○ **Response scored as:** ● Room for Improvement ● Achievement



***Your Health Care in the Last 6 Months (continued)***

**Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Yes	231	69.2%	136	64.5%
● No	103	30.8%	75	35.5%
<b>Total</b>	334	100.0%	211	100.0%
Not Answered	15		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	69.2%		64.5%	
Correlation with Satisfaction	0.117		0.071	
Priority Rating	Medium		Medium	

**Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	130	40.0%	82	39.2%
No	195	60.0%	127	60.8%
<b>Total</b>	325	100.0%	209	100.0%
Not Answered	24		7	

**Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Not at all	3	2.5%	2	2.5%
● A little	22	18.0%	9	11.1%
● Some	47	38.5%	37	45.7%
● A lot	50	41.0%	33	40.7%
<b>Total</b>	122	100.0%	81	100.0%
Not Answered	8		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	41.0%		40.7%	
Correlation with Satisfaction	0.130		0.229	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

***Your Health Care in the Last 6 Months (continued)***

**Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Not at all	36	29.0%	21	25.9%
● A little	12	9.7%	16	19.8%
● Some	39	31.5%	24	29.6%
● A lot	37	29.8%	20	24.7%
<b>Total</b>	124	100.0%	81	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	29.8%		24.7%	
Correlation with Satisfaction	0.134		0.184	
Priority Rating	Medium		Medium	

**Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Yes	84	67.7%	62	76.5%
● No	40	32.3%	19	23.5%
<b>Total</b>	124	100.0%	81	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	67.7%		76.5%	
Correlation with Satisfaction	0.386		-0.001	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

### Your Health Care in the Last 6 Months (continued)

**Q13.** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Worst health care possible	1	0.3%	1	0.5%
● 1	4	1.2%	2	1.0%
● 2	4	1.2%	0	0.0%
● 3	3	0.9%	4	1.9%
● 4	5	1.5%	5	2.4%
● 5	25	7.7%	12	5.7%
● 6	20	6.1%	14	6.7%
● 7	41	12.6%	24	11.5%
● 8	63	19.3%	37	17.7%
● 9	42	12.9%	42	20.1%
● Best health care possible	118	36.2%	68	32.5%
<b>Total</b>	326	100.0%	209	100.0%
Not Answered	23		7	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	68.4%		70.3%	
Correlation with Satisfaction	0.466		0.474	
Priority Rating	Top		Top	

**Q14.** In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	5	1.5%	2	1.0%
● Sometimes	43	13.2%	39	18.7%
● Usually	87	26.7%	52	24.9%
● Always	191	58.6%	116	55.5%
<b>Total</b>	326	100.0%	209	100.0%
Not Answered	23		7	
<b>Reporting Category</b>	<b>Getting Needed Care</b>			
Achievement Score	85.3%		80.4%	
Correlation with Satisfaction	0.298		0.405	
Priority Rating	Low		High	

○ **Response scored as:** ● Room for Improvement ● Achievement

## Your Personal Doctor

- Q15.** A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	371	85.5%	232	78.9%
No	63	14.5%	62	21.1%
<b>Total</b>	434	100.0%	294	100.0%
Not Answered	33		15	

- Q16.** In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	ADMD 2014		ADMD 2013	
	N	%	N	%
None	32	9.4%	43	19.6%
1 time	53	15.6%	41	18.7%
2	94	27.7%	39	17.8%
3	63	18.6%	38	17.4%
4	37	10.9%	22	10.0%
5 to 9	46	13.6%	28	12.8%
10 or more times	14	4.1%	8	3.7%
<b>Total</b>	339	100.0%	219	100.0%
Not Answered	32		13	

- Q17.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	3	1.0%	3	1.7%
● Sometimes	33	10.9%	23	13.1%
● Usually	45	14.9%	28	15.9%
● Always	221	73.2%	122	69.3%
<b>Total</b>	302	100.0%	176	100.0%
Not Answered	5		0	
<b>Reporting Category</b>	<b>Communication</b>			
Achievement Score	88.1%		85.2%	
Correlation with Satisfaction	0.284		0.463	
Priority Rating	Low		High	

○ **Response scored as:** ● Room for Improvement ● Achievement

**Your Personal Doctor** (continued)**Q18. In the last 6 months, how often did your personal doctor listen carefully to you?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	2	0.7%	5	2.9%
● Sometimes	27	8.9%	18	10.3%
● Usually	36	11.8%	29	16.6%
● Always	239	78.6%	123	70.3%
<b>Total</b>	304	100.0%	175	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	Communication			
Achievement Score	90.5%		86.9%	
Correlation with Satisfaction	0.324		0.390	
Priority Rating	Low		Low	

**Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	2	0.7%	2	1.2%
● Sometimes	23	7.6%	16	9.2%
● Usually	36	11.8%	23	13.3%
● Always	243	79.9%	132	76.3%
<b>Total</b>	304	100.0%	173	100.0%
Not Answered	3		3	
<b>Reporting Category</b>	Communication			
Achievement Score	91.8%		89.6%	
Correlation with Satisfaction	0.330		0.324	
Priority Rating	Low		Low	

**Q20. In the last 6 months, how often did your personal doctor spend enough time with you?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	8	2.7%	9	5.2%
● Sometimes	30	10.0%	22	12.6%
● Usually	55	18.3%	34	19.5%
● Always	207	69.0%	109	62.6%
<b>Total</b>	300	100.0%	174	100.0%
Not Answered	7		2	
<b>Reporting Category</b>	Communication			
Achievement Score	87.3%		82.2%	
Correlation with Satisfaction	0.345		0.420	
Priority Rating	Low		High	

○ **Response scored as:** ● Room for Improvement ● Achievement

**Your Personal Doctor** (continued)

**Q21.** In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	180	60.2%	92	53.5%
No	119	39.8%	80	46.5%
<b>Total</b>	299	100.0%	172	100.0%
Not Answered	8		4	

**Q22.** In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	9	5.2%	11	12.6%
● Sometimes	14	8.1%	10	11.5%
● Usually	35	20.3%	27	31.0%
● Always	114	66.3%	39	44.8%
<b>Total</b>	172	100.0%	87	100.0%
Not Answered	8		5	
<b>Reporting Category</b> Single Items				
Achievement Score	86.6%		75.9%	
Correlation with Satisfaction	0.197		0.557	
Priority Rating	Low		Top	

○ **Response scored as:** ● Room for Improvement ● Achievement

### ***Your Personal Doctor (continued)***

- Q23.** Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Worst personal doctor possible	4	1.2%	4	1.9%
● 1	3	0.9%	3	1.4%
● 2	3	0.9%	3	1.4%
● 3	3	0.9%	3	1.4%
● 4	1	0.3%	6	2.8%
● 5	17	5.0%	8	3.7%
● 6	13	3.8%	7	3.3%
● 7	23	6.7%	13	6.0%
● 8	47	13.8%	33	15.3%
● 9	59	17.3%	36	16.7%
● Best personal doctor possible	168	49.3%	99	46.0%
<b>Total</b>	341	100.0%	215	100.0%
Not Answered	30		17	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	80.4%		78.1%	
Correlation with Satisfaction	0.414		0.489	
Priority Rating	High		Top	

### ***Getting Health Care From Specialists***

- Q24.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	210	48.1%	103	35.5%
No	227	51.9%	187	64.5%
<b>Total</b>	437	100.0%	290	100.0%
Not Answered	30		19	

○ **Response scored as:** ● Room for Improvement ● Achievement

**Getting Health Care From Specialists** (continued)**Q25.** In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	7	3.6%	4	4.2%
● Sometimes	31	15.9%	19	20.0%
● Usually	48	24.6%	19	20.0%
● Always	109	55.9%	53	55.8%
<b>Total</b>	195	100.0%	95	100.0%
Not Answered	15		8	
<b>Reporting Category</b> Getting Needed Care				
Achievement Score	80.5%		75.8%	
Correlation with Satisfaction	0.242		0.401	
Priority Rating	Low		Top	

**Q26.** How many specialists have you seen in the last 6 months?

	ADMD 2014		ADMD 2013	
	N	%	N	%
None	7	3.7%	3	3.2%
1 specialist	91	48.1%	49	51.6%
2	38	20.1%	25	26.3%
3	31	16.4%	10	10.5%
4	13	6.9%	3	3.2%
5 or more specialists	9	4.8%	5	5.3%
<b>Total</b>	189	100.0%	95	100.0%
Not Answered	21		8	

○ **Response scored as:** ● Room for Improvement ● Achievement



## Getting Health Care From Specialists (continued)

- Q27.** We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Worst specialist possible	3	1.7%	1	1.1%
● 1	2	1.1%	1	1.1%
● 2	2	1.1%	1	1.1%
● 3	2	1.1%	4	4.4%
● 4	2	1.1%	5	5.5%
● 5	6	3.4%	2	2.2%
● 6	5	2.8%	1	1.1%
● 7	9	5.0%	6	6.6%
● 8	30	16.8%	12	13.2%
● 9	25	14.0%	16	17.6%
● Best specialist possible	93	52.0%	42	46.2%
<b>Total</b>	179	100.0%	91	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	82.7%		76.9%	
Correlation with Satisfaction	0.218		0.456	
Priority Rating	Low		Top	

## Your Health Plan

- Q28.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	88	20.7%	68	23.5%
No	338	79.3%	221	76.5%
<b>Total</b>	426	100.0%	289	100.0%
Not Answered	41		20	

○ **Response scored as:** ● Room for Improvement ● Achievement

**Your Health Plan** (continued)

**Q29.** In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	7	8.3%	3	4.6%
● Sometimes	20	23.8%	20	30.8%
● Usually	26	31.0%	18	27.7%
● Always	31	36.9%	24	36.9%
<b>Total</b>	84	100.0%	65	100.0%
Not Answered	4		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	67.9%		64.6%	
Correlation with Satisfaction	0.222		0.414	
Priority Rating	Medium		Top	

**Q30.** In the last 6 months, did you get information or help from your health plan's customer service?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	124	29.2%	97	33.6%
No	301	70.8%	192	66.4%
<b>Total</b>	425	100.0%	289	100.0%
Not Answered	42		20	

**Q31.** In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	2	1.7%	5	5.5%
● Sometimes	21	17.8%	18	19.8%
● Usually	24	20.3%	14	15.4%
● Always	71	60.2%	54	59.3%
<b>Total</b>	118	100.0%	91	100.0%
Not Answered	6		6	
<b>Reporting Category</b>	Customer Service			
Achievement Score	80.5%		74.7%	
Correlation with Satisfaction	0.327		0.535	
Priority Rating	Low		Top	

○ **Response scored as:** ● Room for Improvement ● Achievement

**Your Health Plan** (continued)

**Q32.** In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	2	1.7%	2	2.2%
● Sometimes	4	3.4%	3	3.2%
● Usually	23	19.3%	15	16.1%
● Always	90	75.6%	73	78.5%
<b>Total</b>	119	100.0%	93	100.0%
Not Answered	5		4	
<b>Reporting Category</b>	Customer Service			
Achievement Score	95.0%		94.6%	
Correlation with Satisfaction	0.464		0.275	
Priority Rating	High		Low	

**Q33.** In the last 6 months, did your health plan give you any forms to fill out?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	89	21.2%	63	22.2%
No	331	78.8%	221	77.8%
<b>Total</b>	420	100.0%	284	100.0%
Not Answered	47		25	

**PQ34.** In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	6	1.4%	2	0.7%
● Sometimes	19	4.5%	10	3.5%
● Usually	27	6.5%	18	6.4%
● Always	366	87.6%	253	89.4%
<b>Total</b>	418	100.0%	283	100.0%
Not Answered	2		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	94.0%		95.8%	
Correlation with Satisfaction	0.100		0.038	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

## Your Health Plan (continued)

**Q35.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Worst health plan possible	5	1.2%	1	0.4%
● 1	4	1.0%	4	1.4%
● 2	4	1.0%	2	0.7%
● 3	4	1.0%	5	1.8%
● 4	8	1.9%	7	2.5%
● 5	26	6.3%	19	6.8%
● 6	22	5.3%	15	5.4%
● 7	40	9.7%	25	8.9%
● 8	73	17.7%	64	22.9%
● 9	60	14.5%	48	17.1%
● Best health plan possible	167	40.4%	90	32.1%
<b>Total</b>	413	100.0%	280	100.0%
Not Answered	54		29	
<b>Reporting Category</b>	<b>Ratings</b>			
Achievement Score	72.6%		72.1%	

## About You

**Q36.** In general, how would you rate your overall health?

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Excellent	24	5.5%	24	8.2%
● Very Good	63	14.5%	72	24.7%
● Good	135	31.0%	91	31.3%
● Fair	152	34.9%	79	27.1%
● Poor	61	14.0%	25	8.6%
<b>Total</b>	435	100.0%	291	100.0%
Not Answered	32		18	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	20.0%		33.0%	
Correlation with Satisfaction	0.146		0.125	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

**About You** (continued)**Q37. In general, how would you rate your overall mental or emotional health?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Excellent	46	10.6%	57	19.9%
● Very Good	78	18.0%	66	23.0%
● Good	166	38.3%	75	26.1%
● Fair	106	24.5%	56	19.5%
● Poor	37	8.5%	33	11.5%
<b>Total</b>	433	100.0%	287	100.0%
Not Answered	34		22	
<b>Reporting Category</b> Single Items				
Achievement Score	28.6%		42.9%	
Correlation with Satisfaction	0.132		-	
Priority Rating	Medium		-	

**Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2013? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Yes	119	44.2%	0	
● No	150	55.8%	0	
● Don't know	6		0	
<b>Total</b>	269	100.0%	0	
Not Answered	21		0	
<b>Reporting Category</b> Single Items				
Achievement Score	44.2%		-	
Correlation with Satisfaction	0.023		-	
Priority Rating	Medium		-	

**Q39. Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Every day	75	17.5%	46	16.0%
Some days	60	14.0%	32	11.1%
Not at all	294	68.5%	210	72.9%
Don't Know	5		2	
<b>Total</b>	429	100.0%	288	100.0%
Not Answered	33		19	

○ **Response scored as:** ● Room for Improvement ● Achievement

**About You** (continued)

**Q40.** In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	ADMD 2014		ADMD 2013	
	N	%	N	%
<input checked="" type="radio"/> Never	24	18.3%	28	36.4%
<input checked="" type="radio"/> Sometimes	32	24.4%	13	16.9%
<input checked="" type="radio"/> Usually	14	10.7%	7	9.1%
<input checked="" type="radio"/> Always	61	46.6%	29	37.7%
<b>Total</b>	131	100.0%	77	100.0%
Not Answered	4		1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	81.7%		63.6%	
Correlation with Satisfaction	0.101		0.239	
Priority Rating	Low		Medium	

**Q41.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	ADMD 2014		ADMD 2013	
	N	%	N	%
<input checked="" type="radio"/> Never	67	50.8%	50	64.1%
<input checked="" type="radio"/> Sometimes	33	25.0%	10	12.8%
<input checked="" type="radio"/> Usually	15	11.4%	7	9.0%
<input checked="" type="radio"/> Always	17	12.9%	11	14.1%
<b>Total</b>	132	100.0%	78	100.0%
Not Answered	3		0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	49.2%		35.9%	
Correlation with Satisfaction	0.118		0.208	
Priority Rating	Medium		Medium	

☐ **Response scored as:** ☒ Room for Improvement ☒ Achievement

**About You** (continued)

- Q42.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Never	67	51.9%	51	66.2%
● Sometimes	31	24.0%	13	16.9%
● Usually	11	8.5%	7	9.1%
● Always	20	15.5%	6	7.8%
<b>Total</b>	129	100.0%	77	100.0%
Not Answered	6		1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation			
Achievement Score	48.1%		33.8%	
Correlation with Satisfaction	0.206		0.173	
Priority Rating	Medium		Medium	

- Q43.** Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Yes	20	44.4%	0	0.0%
● No	25	55.6%	4	100.0%
Don't know	0	0.0%	0	0.0%
<b>Total</b>	45	100.0%	4	100.0%
Not Answered	0		0	
<b>Reporting Category</b>	Aspirin Use and Discussion			
Achievement Score	44.4%		0.0%	
Correlation with Satisfaction	-0.049		-	
Priority Rating	Medium		-	

- Q44.** Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	71	18.8%	22	8.5%
No	307	81.2%	237	91.5%
Don't know	64		29	
<b>Total</b>	378	100.0%	259	100.0%
Not Answered	25		21	

○ **Response scored as:** ● Room for Improvement ● Achievement

**About You** *(continued)*

**Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]**

	ADMD 2014		ADMD 2013	
	N	%	N	%
● Yes	53	49.5%	7	43.8%
● No	54	50.5%	9	56.3%
<b>Total</b>	107	100.0%	16	100.0%
Not Answered	0		0	
<b>Reporting Category</b>	Aspirin Use and Discussion			
Achievement Score	49.5%		43.8%	
Correlation with Satisfaction	-0.012		0.281	
Priority Rating	Medium		Medium	

**Q46.1. Are you aware that you have any of the following conditions? Response: High cholesterol**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	185	39.6%	46	30.3%
No	282	60.4%	106	69.7%
<b>Total</b>	467	100.0%	152	100.0%
Not Answered	0		157	

**Q46.2. Are you aware that you have any of the following conditions? Response: High blood pressure**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	276	59.1%	105	69.1%
No	191	40.9%	47	30.9%
<b>Total</b>	467	100.0%	152	100.0%
Not Answered	0		157	

**Q46.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	96	20.6%	53	34.9%
No	371	79.4%	99	65.1%
<b>Total</b>	467	100.0%	152	100.0%
Not Answered	0		157	

○ **Response scored as:** ● Room for Improvement ● Achievement



**About You** (continued)**Q47.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	42	9.0%	18	22.8%
No	425	91.0%	61	77.2%
<b>Total</b>	467	100.0%	79	100.0%
Not Answered	0		230	

**Q47.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	50	10.7%	18	22.8%
No	417	89.3%	61	77.2%
<b>Total</b>	467	100.0%	79	100.0%
Not Answered	0		230	

**Q47.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	42	9.0%	27	34.2%
No	425	91.0%	52	65.8%
<b>Total</b>	467	100.0%	79	100.0%
Not Answered	0		230	

**Q47.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	163	34.9%	54	68.4%
No	304	65.1%	25	31.6%
<b>Total</b>	467	100.0%	79	100.0%
Not Answered	0		230	

**About You** *(continued)*

**Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	172	41.1%	102	35.9%
No	247	58.9%	182	64.1%
<b>Total</b>	419	100.0%	284	100.0%
Not Answered	48		25	

**Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	122	77.2%	74	75.5%
No	36	22.8%	24	24.5%
<b>Total</b>	158	100.0%	98	100.0%
Not Answered	14		4	

**Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	334	79.0%	174	61.5%
No	89	21.0%	109	38.5%
<b>Total</b>	423	100.0%	283	100.0%
Not Answered	44		26	

**Q51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	285	93.1%	154	91.1%
No	21	6.9%	15	8.9%
<b>Total</b>	306	100.0%	169	100.0%
Not Answered	28		5	

**About You** (continued)**Q52. What is your age?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
18 to 24	32	7.4%	47	16.4%
25 to 34	31	7.2%	75	26.1%
35 to 44	33	7.6%	71	24.7%
45 to 54	71	16.4%	34	11.8%
55 to 64	100	23.1%	16	5.6%
65 to 74	85	19.6%	14	4.9%
75 or older	81	18.7%	30	10.5%
<b>Total</b>	433	100.0%	287	100.0%
Not Answered	34		22	

**Q53. Are you male or female?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Male	148	34.2%	51	17.6%
Female	285	65.8%	238	82.4%
<b>Total</b>	433	100.0%	289	100.0%
Not Answered	34		20	

**Q54. What is the highest grade or level of school that you have completed?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
8th grade or less	88	20.6%	21	7.4%
Some high school but did not graduate	125	29.3%	53	18.7%
High school graduate or GED	133	31.1%	104	36.6%
Some college or 2-year degree	63	14.8%	88	31.0%
4-year college graduate	9	2.1%	13	4.6%
More than 4-year college degree	9	2.1%	5	1.8%
<b>Total</b>	427	100.0%	284	100.0%
Not Answered	40		25	

**Q55. Are you of Hispanic or Latino origin or descent?**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes, Hispanic or Latino	25	6.2%	7	2.5%
No, Not Hispanic or Latino	376	93.8%	272	97.5%
<b>Total</b>	401	100.0%	279	100.0%
Not Answered	66		30	

**About You** (continued)**Q56.1. What is your race? Response: White.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	202	46.8%	134	47.2%
No	230	53.2%	150	52.8%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**Q56.2. What is your race? Response: Black or African-American.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	215	49.8%	139	48.9%
No	217	50.2%	145	51.1%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**Q56.3. What is your race? Response: Asian.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	11	2.5%	10	3.5%
No	421	97.5%	274	96.5%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**Q56.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	2	0.5%	1	0.4%
No	430	99.5%	283	99.6%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**About You** (continued)**Q56.5. What is your race? Response: American Indian or Alaskan Native.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	16	3.7%	5	1.8%
No	416	96.3%	279	98.2%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**Q56.6. What is your race? Response: Other.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	10	2.3%	8	2.8%
No	422	97.7%	276	97.2%
<b>Total</b>	432	100.0%	284	100.0%
Not Answered	35		25	

**Q57. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	116	33.3%	62	20.2%
No	232	66.7%	158	51.5%
<b>Total</b>	348	100.0%	307	100.0%
Not Answered	12		2	

**Q58.1. How did that person help you? Response: Read the questions to me.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	56	43.8%	21	34.4%
No	72	56.3%	40	65.6%
<b>Total</b>	128	100.0%	61	100.0%
Not Answered	0		1	

**About You** (continued)**Q58.2. How did that person help you? Response: Wrote down the answers I gave.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	47	36.7%	19	31.1%
No	81	63.3%	42	68.9%
<b>Total</b>	128	100.0%	61	100.0%
Not Answered	0		1	

**Q58.3. How did that person help you? Response: Answered the questions for me.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	38	29.7%	32	52.5%
No	90	70.3%	29	47.5%
<b>Total</b>	128	100.0%	61	100.0%
Not Answered	0		1	

**Q58.4. How did that person help you? Response: Translated the questions into my language.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	10	7.8%	4	6.6%
No	118	92.2%	57	93.4%
<b>Total</b>	128	100.0%	61	100.0%
Not Answered	0		1	

**Q58.5. How did that person help you? Response: Helped in some other way.**

	ADMD 2014		ADMD 2013	
	N	%	N	%
Yes	5	3.9%	5	8.2%
No	123	96.1%	56	91.8%
<b>Total</b>	128	100.0%	61	100.0%
Not Answered	0		1	

## Methodology

The survey drew, as potential respondents, the adult members of Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

### Survey Milestones

1	1st mailing of survey packets:	March 17, 2014
2	1st mailing of reminder postcards:	March 24, 2014
3	2nd mailing of survey packets:	April 14, 2014
4	2nd mailing of reminder postcards:	April 21, 2014
5	Phone field:	May 12, 2014
6	Mail and phone field terminated:	May 27, 2014

### Sampling Frame

A random sample of 1350 cases was drawn of adult members from the Georgia Medicaid Program. To be eligible, members had to be continuously enrolled for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less.

### Selection of Cases for Analysis

CAHPS® protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 467 adults enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 36.9%.

### Questionnaire

The instrument selected for the survey was developed and tested nationally as an adaptation of the CAHPS® 5.0H Adult Medicaid Survey for use in assessing the performance of Medicaid Programs. The questionnaire consisted of fifty-seven core questions. The majority of items addressed domains of member experience such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid Program.

### Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

## Definition of Achievement Scores: Alternate Method

For questions with response options "Never," "Sometimes," "Usually," and "Always", alternate achievement scores are also calculated using only the response option "Always" (instead of both "Usually and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Alternate scores are displayed in the *Graphs* section of the report.

## Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

### Getting Needed Care

- Q14. Usually or always got care, tests or treatment you thought you needed
- Q25. Usually or always get an appointment to see a specialist as soon as you needed

### Getting Care Quickly

- Q4. Usually or always got care right away as soon as you needed
- Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

### How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

### Customer Service

- Q31. Health plan's customer service usually or always gave needed information or help
- Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

### Shared Decision Making

- Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
- Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
- Q12. Doctor/provider definitely asked what you thought was best for you

## Comparisons: Current Year and Trending

Georgia Medicaid Program 2014 results are compared to the Georgia Medicaid Program 2013 CAHPS results. Trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

## Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

## Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a



number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

## **Correlation to Satisfaction**

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q35, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

## Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1350
*First mailing - usable survey returned	239
Second mailing - sent	1105
*Second mailing - usable survey returned	121
*Phone - usable surveys	107
Total - usable surveys	467
†Ineligible: According to population criteria‡	25
†Ineligible: Language barrier	5
†Ineligible: Deceased	6
†Ineligible: Mentally or physically unable to complete survey	47
Bad address and/or bad phone number	108
Refusal	38
Nonresponse - Unavailable by mail or phone	653
<b>Response Rate</b>	<b>36.86%</b>

\*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note:  $\text{Response Rate} = \text{Total Usable Surveys} / \text{Total Eligible Cases}$



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-7161.

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark



Incorrect  
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes ➔ *Go to Question 1*
- No

↓ **START HERE** ↓

1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

- Yes ➔ *Go to Question 3*
- No

2. What is the name of your health plan? (Please print)

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care.  
Do not include care you got when you stayed  
overnight in a hospital. Do not include the times you  
went for dental care visits.

3. In the last 6 months, did you have an illness,  
injury, or condition that needed care right  
away in a clinic, emergency room, or doctor's  
office?

☐ Yes  
☐ No → **Go to Question 5**

4. In the last 6 months, when you needed care  
right away, how often did you get care as  
soon as you needed?

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

5. In the last 6 months, did you make any  
appointments for a check-up or routine care  
at a doctor's office or clinic?

☐ Yes  
☐ No → **Go to Question 7**

6. In the last 6 months, how often did you get an  
appointment for a check-up or routine care at  
a doctor's office or clinic as soon as you  
needed?

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

7. In the last 6 months, not counting the times  
you went to an emergency room, how many  
times did you go to a doctor's office or clinic  
to get health care for yourself?

☐ None → **Go to Question 15**  
☐ 1 time  
☐ 2  
☐ 3  
☐ 4  
☐ 5 to 9  
☐ 10 or more times

8. In the last 6 months, did you and a doctor or  
other health provider talk about specific  
things you could do to prevent illness?

☐ Yes  
☐ No

9. In the last 6 months, did you and a doctor or  
other health provider talk about starting or  
stopping a prescription medicine?

☐ Yes  
☐ No → **Go to Question 13**

10. When you talked about starting or stopping a  
prescription medicine, how much did a  
doctor or other health provider talk about the  
reasons you might want to take a medicine?

☐ Not at all  
☐ A little  
☐ Some  
☐ A lot

11. When you talked about starting or stopping a  
prescription medicine, how much did a  
doctor or other health provider talk about the  
reasons you might not want to take a  
medicine?

☐ Not at all  
☐ A little  
☐ Some  
☐ A lot

12. When you talked about starting or stopping a  
prescription medicine, did a doctor or other  
health provider ask you what you thought  
was best for you?

☐ Yes  
☐ No

13. Using any number from 0 to 10, where 0 is  
the worst health care possible and 10 is the  
best health care possible, what number  
would you use to rate all your health care in  
the last 6 months?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst								Best		
Health Care								Health Care		
Possible								Possible		

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

### YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- ☐ Yes
- ☐ No → Go to Question 24

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- ☐ None → Go to Question 23
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- ☐ Yes
- ☐ No → Go to Question 23

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Personal Doctor       |                       |                       |                       |                       | Personal Doctor       |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

### GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- ☐ Yes
- ☐ No → Go to Question 28

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. How many specialists have you seen in the last 6 months?

- ☐ None → **Go to Question 28**
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Specialist Possible Best Specialist Possible

### YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- ☐ Yes
- ☐ No → **Go to Question 30**

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- ☐ Yes
- ☐ No → **Go to Question 33**

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- ☐ Yes
- ☐ No → **Go to Question 35**

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

## ABOUT YOU

36. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

37. In general, how would you rate your overall mental or emotional health?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- ☐ Yes
- ☐ No
- ☐ Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐ Every day
- ☐ Some days
- ☐ Not at all → **Go to Question 43**
- ☐ Don't know → **Go to Question 43**

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

43. Do you take aspirin daily or every other day?

- ☐ Yes
- ☐ No
- ☐ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- ☐ Yes
- ☐ No
- ☐ Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- ☐ Yes
- ☐ No

46. Are you aware that you have any of the following conditions? Mark one or more.

- ☐ High cholesterol
- ☐ High blood pressure
- ☐ Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- ☐ A heart attack
- ☐ Angina or coronary heart disease
- ☐ A stroke
- ☐ Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- ☐ Yes
- ☐ No → **Go to Question 50**

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes
- ☐ No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- ☐ Yes
- ☐ No → **Go to Question 52**

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes
- ☐ No

52. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

53. Are you male or female?

- ☐ Male
- ☐ Female

54. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

55. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

56. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

57. Did someone help you complete this survey?

- ☐ Yes → **Go to Question 58**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

58. How did that person help you? Mark one or more.

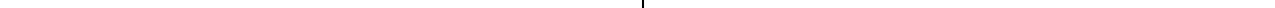
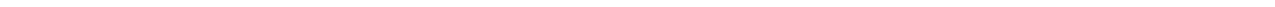
- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

**Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat, 3975 Research Park Drive, Ann Arbor, MI  
48108**



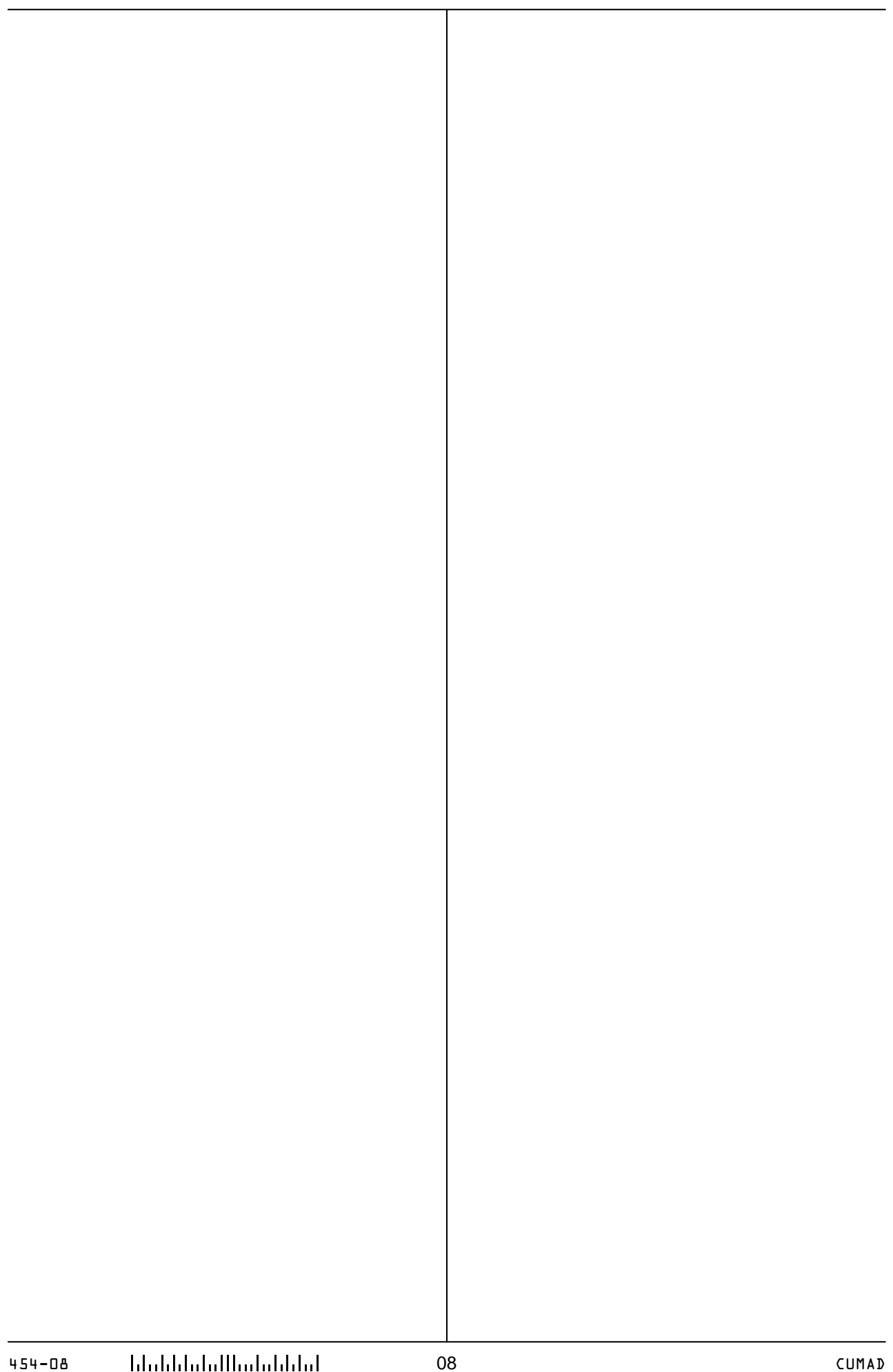


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